




MVC EAGLE BEACH RESORT ARUBA

Our guests can be assured to expect the highest of quality. We have an enthusiastic team that has quality assurance as one of the core values. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

The following system and procedure are in place to support this aim:

- Regular gathering and monitoring of guest feedback
- Complaint Handling procedure
- Training and development for all our employees
- Monitoring and measurable quality objectives and taking action to improve where identified

Our internal procedures are reviewed regularly, and our quality objectives are communicated to all our employees through team meetings.



Alfred Kaufmann, General Manager

8th January 2019