



Quality Assurance Policy

Date prepared: April 2013
Date reviewed: February 2016
Authorised by: Managing Director

Quality assurance refers to the processes and procedures that systematically monitor different aspects of a service process or facility to detect, correct and ensure that quality standards are being met. We believe that the quality of our services is paramount and comes from the attitude of all our staff, both within the organisation and the casual staff we employ for our clients and their customers. We support and emphasise a culture that is based on providing consistently high quality services that fully meet our clients' expectations. As our logo says, everyone at Hotelstaff is truly 'at your service'.

Members of our senior management team make up our quality team and lead the responsibility for the quality of our services. The members of that team are –

- Managing Director
- Marketing Manager- Quality Manager
- Compliance Manager
- Agency Staffing Manager.

Our quality system is driven by management principles and behaviours and covers:

- building a mutually profitable relationship with our clients, ensuring their long term success, through understanding their needs and the needs of their customers as well
- strict compliance of Hotelstaff's services with international and national standards and requirements in relation to the engagement of labour in the hospitality industry
- strict compliance with our recruitment methodology
- strict compliance with all Acts and relevant legislation that relate to our clients as delivered by our clients
- complete responsibility to our clients for the quality of the services we render
- cost efficiency of the services we render
- continuous comparison of the cost of our services with those of other providers in the marketplace
- delivering and implementing any initiatives required to fully satisfy the needs of our clients and their customers

- raising of 'Opportunity for Improvement' (OFI) documents in respect of any incidents which occur where quality services have not been rendered, to drive continuous improvement
- completion of OFI reports by relevant managers to ensure quality services are always rendered in future
- OFI reports being perused, rectified and signed off by the Managing Director.

At Hotelstaff, much of our quality processes in relation to casual staff is managed by Cascom, our innovative rostering software program, with elements being input by our experienced and skilled staff.

Hotelstaff strives to be the best provider of hospitality recruitment services in the industry. Everyone in our organisation is accountable for fully satisfying our clients with highest quality solutions and services. Our goal is 100% client satisfaction 100% of the time.

Our quality team will focus on:

- understanding and satisfying the needs of our clients and their customers at all times
- continuous improvement and cooperation with our clients in understanding their requirements
- maintaining open lines of communication between Hotelstaff, its clients and their customers
- transparency of our IT systems, including Fasttrack and Cascom, allowing our clients access to the reports and information they require when they require it
- defined quality assurance procedures at all stages of the recruitment life cycle
- all recruitment personnel trained in and understanding their roles in the quality program as included in our induction program
- ensuring all staff are familiar with all information contained in the Staff Toolbox
- consistency and prevention of any possible decrease in quality levels
- ensuring the long term profitability and growth of Hotelstaff.

All staff at Hotelstaff is familiar with this policy and committed to the highest standard of service and continuous improvement.

OPPORTUNITY FOR IMPROVEMENT form

Date and Time	
Incident – describe the incident or process in detail	
Manager responsible	
Location	
Software involvement?	
Client informed of action	
Action taken	
Further information if required	
Signed off by Managing Director	
Date and Time	