



Diploma

Camping 45

The above company/organisation has taken part in the seminar

‘Quality assurance of tourism-related services’

The quality assurance system TourQuality was developed by the tourism research institute ETOUR in cooperation with AgrippA Komptens AB. The quality work is based on the ETOUR basic criteria for quality assurance of tourism. Local in-depth studies and adaptations may complement the seminar. The quality seminars are managed by AgrippA Kompetens and Quality Åre.

The company/organisation documentation includes:

Guest categories, their needs and expectations – Customer undertakings and quality objectives – Description of the delivery to the guest – Participation in the delivery. Accessibility – Job descriptions – Check lists – Internal information systems – Rules and policy – Handling of complaints.

*The company's/organisation's system for quality assurance and documentation has been approved for certification for the year **2010 - 2011***

Östersund, 2009-10-14


Quality Åre


AgrippA Kompetens AB