



The most urban and green hotel in the centre of
Ljubljana

SUSTAINABLE ORIENTATION OF
THE HOTEL
STANDARDS - QUALITY AND SAFETY



B&B Hotel Ljubljana Park

QUALITY ASSURANCE

The comfort of our guests is paramount to us. We inform our guests accordingly about the hotel's business policy and try to bring our story and the importance of sustainable development closer to them in different ways.

Business

- When doing business, we comply with the applicable regulations and implement certain measures that represent the commitment to even greater environmental protection and quality assurance.
- Employees are familiar with the quality standards at the individual workplace and take care of their implementation in practice.

Food

- The hotel restaurant follows HACCP guidelines and ensures that the food is hygienic and of excellent quality.
- The well-established purchasing policy ensures that we find the providers of items that meet certain criteria.
- With proper planning in line with the norms, we make sure to discard minimum quantities of food while ensuring that the food is always fresh and of excellent quality.

Towel and linen change policy

- We maintain a well-established system with room cleaning and towel change on request of our guests. We inform guests about this at the reception and with a printout placed in the rooms.
- Guests are kindly asked to act sparingly and re-use the towel.

Guest complaints

- If a guest has a complaint regarding the services, they can always contact the reception. In such cases, employees take appropriate action, try to solve the problem and ensure guest satisfaction.
- In the event of serious violations and complaints and/or at the request of a guest, the procedure is taken over by the head of the department or the manager of the hotel.
- On days when the hotel is more booked, there is also a MOD (manager on duty) present in the afternoon or in the morning in order to handle complaints appropriately and provide support to the hotel staff.

ZDRAVJE IN VARNOST

We are aware that caring for health and a safe working environment is important for both employees and hotel guests.

- In the recruitment process, we make sure that all employees are acquainted with the standards for ensuring health and safety at work and we regularly educate them in this regard. We follow the generally applicable regulations and regularly encourage employees to take care of their own health through regular exercise and a healthy diet.
- Fire safety training is provided and the fire regulations are available to guests in visible places in the hotel.
- The hotel's maintenance service regularly checks and implements the measures for ensuring water safety; we promote drinking tap water and discontinue the general use of plastic bottles.
- We encourage an active life and to this end, we encourage employees to use a bicycle to get to work, to join the morning workout in front of the hotel, to exercise more and to take more stretching breaks during working hours.

Generalni direktor: Valerio Duchini

Vodja hotela: Urška Malovrh



