

DECLARATION OF QUALITY

THE TEAM AT THE REYKJAVÍK CITY HOSTEL IS DEDICATED TO QUALITY.

It is our policy to serve customers the best we can and to aim for the highest possible customer satisfaction in our hostel. All our processes and their quality level within the hostel are therefore documented, constantly communicated within the team, trained, checked, measured with guest questionnaires and – if necessary – improved. This policy is transformed into a quality system that is called HI-Quality programme.

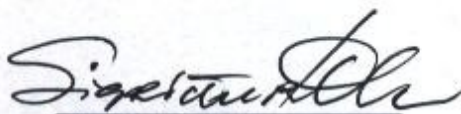
Every member of the team is involved and knows the objectives, resources and processes. We all obliged to work accordingly to the programme.

As CEO and Hostel Manager we guarantee our full support, an effective implementation and the assurance of its progress. We will do our best to secure human & financial resources to let the programme work.

WE WILL TRULY TAKE RESPONSIBILITIES TO LET THE QUALITY PROGRAMME WORK BY:

Motivating staff
Frequently communicating the progress
Implementing, introducing & training the programme
Aiming for the right balance between checks & trust
Measuring success or failure
Analysing the outcome
and take – if appropriate – improvement actions

REYKJAVIK NOVEMBER 1ST 2004



SIGRÍÐUR ÓLAFSDÓTTIR
HOSTEL MANAGER
REYKJAVIK CITY HOSTEL



MARKÚS EINARSSON
CHIEF EXECUTIVE OFFICER
HOSTELLING INTERNATIONAL-ICELAND