



GUEST RELATIONS POLICY

At Wanda Vista, the services offered are centered around guest satisfaction. To gather feedback on our services as part of continuous improvement, we utilize survey forms and a QR code system.

Our guest relations staff maintain constant communication with our guests. Providing a warm and friendly service is our top priority. When a guest has a complaint or request, we strive to resolve it swiftly within our authority.

We regularly monitor social media comments and provide feedback to enhance guest satisfaction. The Guest Relations Department submits daily reports on guest feedback to other departments.

We provide information about our region to encourage guests to contribute both materially and spiritually to sustainable tourism. Our guests can also benefit from the library located in the lobby.

At the reception and Guest Relations communication desk, we inform guests about local transportation options, nearby residential areas, historical sites, and attractions, thereby contributing to the promotion of our city.