CHONG FAH
BEACH RESORT KHAO LAK

QUALITY ASSURANCE

CHONGFAH BEACH RESORT

ISO 9001: 2015

For the moderation of hotel operations and procedures implemented to ensure the quality of service and maximizing customer satisfaction.

Due to the evolution of business processes and compliance to the rules and specifications of international standards, Chongfah Beach Resort has earned the certification of "ISO 9001 " for the Quality Management System Operation.

Since 2009, the hotel's management is committed to ensuring high quality operation, recognizing all standardized specifications derived from the above international standard. This is achieved by the daily monitoring of the compliance and continuous improvement of the said regulations, with the aim of the complete satisfaction of guests as well as the hotel's employees.

The quality control implementation of operating procedures in all parts of the hotel is daily and the results are evaluated by management immediately in order to avoid discrepancies and unnecessary delays due to reforms.

Our guests have a limited time of holiday and relaxation and their choice of our hotel is very important to us.

The management of Chongfah Beach Resort respect this choice and ensure sustained and complete satisfaction of all customers, a factor which differentiates the hotel in the market from the competition.

Our Quality Policy

Chongfah Beach Resort we are dedicated to provide the service wholeheartedly and to start with the process of supporting the Environment Management Development continuously. Including the awareness and responsibility towards the Environment and Society.

Mrs. Pattaraporn Sanguannam
Managing Director
Chongfah Beach Resort

SCAN ME
German

SCAN ME
Thai