

## **CANNES TOURIST OFFICE QUALITY CHARTER**

### **ACCESS, SIGNAGE & ENVIRONMENT**

- To facilitate the access by a clear and legible signage.
- To provide an attractive environment.
- To be able to inform the visitor during closing hours.
- To clearly identify the reception points.
- To give accessibility to persons of reduced mobility.

### **TOURIST WELCOME AND INFORMATION DESK**

- To dispose of a welcoming space.
- To have working hours suited for the tourism activity.
- To make leaflets and information available by categories.

### **SUSTAINABLE DEVELOPMENT**

- Awareness and respect for our environment.
- Energy saving.
- Welcoming for everyone.

### **CONTACT AND COUNSELLING**

- To be available and welcoming.
- High-quality of physical reception and call handling.
- To ensure a good management of email and regular mail enquiries.
- To manage absences and unavailability.

### **SATISFACTION**

- To provide a systematic treatment of customer complaints.
- To know the level of the visitors' satisfaction.