

Le Vieux Hotel & Restaurant



Our mission:

The Le Vieux Hotel & Restaurant's goal is to provide top-notch hospitality services that meet all of the needs and expectations of visitors. Making Le Vieux Hotel & Restaurant is a destination for encounters, business success, enjoyable gatherings, and grand celebrations is our goal.

Our vision: The philosophy behind our vision is to uphold and continue to apply the best levels of customer service in order to earn and maintain the respect of our clients, business partners, rivals, and the larger community. In order to maintain a healthy relationship with the environment and satisfy the demands of modern society, we employ and continually introduce environmentally friendly technologies and procedures. Tradition is a sign of our success, but going forward, we also want to adapt to the changes that the modern world brings, so that we can be more appealing to customers, as well as partners.

Our strategy is based on :

1. Partnership with guests: The happiness of our guests is our top priority, and we make every effort to go above and beyond to meet their needs. Our aim is to

make every visitor feel at home, and we hope that this will influence his decision to stay at Hotel Grand once more. Through open communication, satisfaction monitoring, and analysis of praises and complaints, we deliver services at the highest level that will satisfy visitors' needs and expectations and acknowledge their wants.

2. Employees: A requirement for advancement, including high-quality training and education, is the acceptance of new information and technologies because of this, the foundation of our strategy is the regular exchange of information between all hotel departments and the education and training of all personnel. We support each employee's initiative, personal responsibility, and teamwork.

3. Satisfaction of interesting parties : By increasing the volume and structure of hospitality services. Le Vieux Hotel & Restaurant will meet the needs and expectations of all parties, including visitors, business partners, travel agencies, non-profit organizations, governmental agencies, sports organizations, employees, owners, and suppliers .