

Quality Policy Statement

At Ashorne Hill we pride ourselves on delivering a quality Ashorne Hill Experience which follows through from enquiry to departure, whether that be as part of a learning or venue interaction. At all points of contact we strive to deliver facilities and services that ensure a memorable experience.



The quality approach filters across many aspects of the business and below is a list of examples of how this manifests itself through our activities:-

- As continued members of Venues of Excellence, Ashorne Hill is committed to providing a high quality standard of facilities and services that befit a Venues of Excellence member.
- Customer feedback is collected from venue guests and learning participants via internal collection means and through internet based sites. Ashorne Hill is committed to providing solutions to facility and service issues that arise.
- Personal development is key to ensuring that our staff are well versed in dealing with customer issues and therefore maintaining a quality service. This includes a variety of developmental training, such as Leadership and Management Diplomas, Customer Service Apprenticeship programmes and our in-house Customer First Programme.
- Investing in our people is clearly essential to ensuring a motivated team delivers a quality experience. Ashorne Hill will continue to work with the Investors in People team to ensure we deliver on our promises.
- The management team at Ashorne Hill continue to ensure investment of around £300k-£400k a year is spent on maintaining the facilities at Ashorne Hill to a high quality. Our 'GAPS' list provides opportunities to record suggestions on ways to make improvements to all aspects of our facilities and services.
- External audits are an essential part of the quality management policy and Ashorne is regularly audited on food hygiene, waste management, green credentials and our training provision.
- With awards for our Green credentials and hotel booking sites such as Trip Advisors, the management team are working towards additional awards which demonstrate our quality approach.