SUNDANCE
APARTMENTS • SUITES

Worldwide Hospitality Awards
Best Initiative in Human Resources & Talent Management

PRESENTATION

Sundance Apartments & Suites

Family style accommodation offers a caring, consistent and comfortable holiday ambience, delivered with a personal touch of Cretan hospitality. Located in the charming village of Koutouloufari, one of the popular destinations of Crete, the hotel provides the ultimate in rest and relaxation with lodgings of superb contemporary design, opening out onto unspoiled panoramas.

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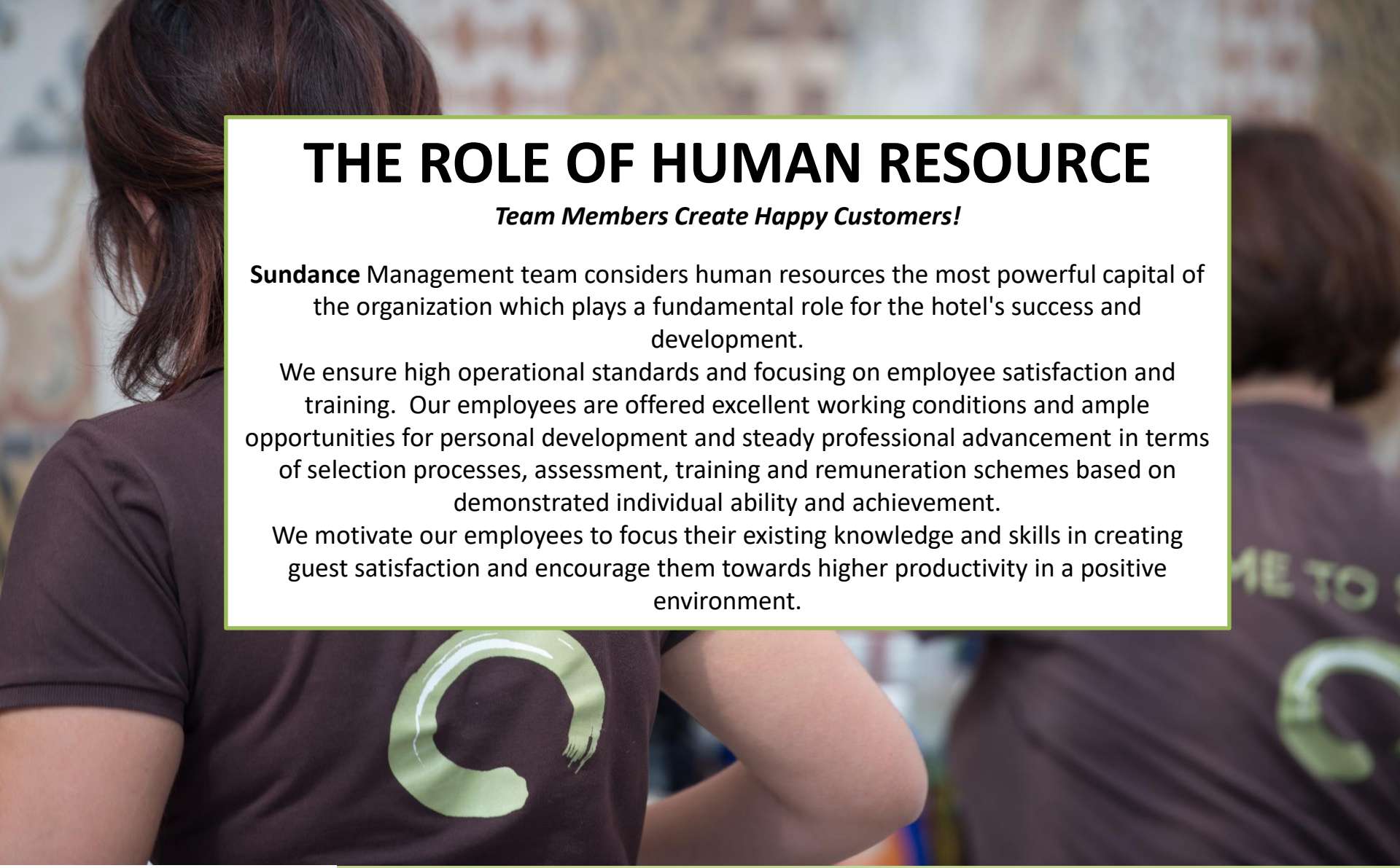

THE ROLE OF HUMAN RESOURCE

Team Members Create Happy Customers!

Sundance Management team considers human resources the most powerful capital of the organization which plays a fundamental role for the hotel's success and development.

We ensure high operational standards and focusing on employee satisfaction and training. Our employees are offered excellent working conditions and ample opportunities for personal development and steady professional advancement in terms of selection processes, assessment, training and remuneration schemes based on demonstrated individual ability and achievement.

We motivate our employees to focus their existing knowledge and skills in creating guest satisfaction and encourage them towards higher productivity in a positive environment.

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INNOVATIVES & ADVANTAGES

Workplace : It feels like home…

Team spirit encourages goals achievements and creates a positive and pleasurable working environment.
There are no department heads and hierarchy.
All members of the group act as a family.

Workplace : Safety , Healthy & Sustainability

The management team recruits staff from the local community wherever possible and continuously train our team members on our sustainability commitments.

Nutrition & Wellness:

We choose food supplies from local producers or from our own vegetable garden

- ✓ Respecting our employees and their culture, traditions and intellectual property rights
- ✓ Treating our employees equally
- ✓ Ongoing training and professional development for all our employees

- ✓ Training our employees on our sustainability policies
- ✓ Maintaining a close relationship with our local community, ensuring that issues concerning them are discussed and resolved
- ✓ Encouraging our employees to volunteer in activities

- ✓ *Sundance has its own vegetable garden that grows seasonal vegetables.*
- ✓ *Purchasing goods and services from local suppliers*

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OUR HOTEL IS OUR HOME

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CONCEPTION

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We at **SUNDANCE APARTMENTS AND SUITES** are proud to be a sustainable accommodation taking responsibility for our impacts on the environment, our employees and the local community

Environment

PROTECTION OF HERITAGE → PRESERVATION

Employees

RESPECTING OUR EMPLOYEES → TREATING EMPLOYEES EQUALLY

Local community

SUPPORT LOCAL COMMUNITY → MAINTAIN A CLOSE RELATIONSHIP

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Sustainability initiatives: Energy/carbon	*Sustainability initiatives: Water*	*Sustainability initiatives: Waste*	*Sustainability initiatives: Community*	Sustainability initiatives: Staff & Workplace
•Solar panels for hot water production •LED in all areas 100% •Sensors and timers to reduce energy usage •Monitoring energy on a monthly basis •Extensive training to all staff on energy management •A/C in rooms with energy efficiency class A++ •Refrigerators in rooms with energy efficiency class A++	•Water efficient filters and mixing taps in all bathrooms (<5lit/min for taps and 10lit/min for showers) •Special labels are placed next to the taps in bathrooms encouraging the guests not to waste water •Automatic irrigation is employed in the gardens during cooler hours •Local flora with low need in water is extensively cultivated •Guests are encouraged to support us with our towel & linen policy (bathroom card) •Staff has been trained to inform immediately when seeing a leak for immediate action •Monitoring water consumption on a monthly basis	•The hotel is taking actions to recycle all possible waste stream. All staff is involved and well trained. Recycling bins have are available back of house and for all the guests. •Extensive recycling of materials and items covers plastic, paper, aluminium, batteries, glass and used cooking oil. •Use of reusable polycarbonate glasses instead of single use plastics •Composting organic waste of garden and kitchen. Also encourage our guests and give the necessary information to do so.	•Support of local suppliers •Our employees are locals •Donations & charities eg Smile of the Children •We present to the local schools our efforts to protect the environment and saving energy and water. •Promotion of local sites & workshops & shops •Close cooperation with the local town-hall	•Clear Health & Safety policy in our hotel •Our policy does not allow discrimination in any way •Our employees have attended seminars concerning the protection of children •Free breakfast, lunch or dinner is offered to all our employees •Continual employee development (e.g. language courses, professional development courses, First Aid courses, etc.) •All members of staff are encouraged to join the Hotel employees Trade Union. •We have our own blood bank for all employees and their families. •Encourage young employees to join the company

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COMMUNICATION & IMPLEMENTATION

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Website
Social Media
Press
Awards
Presentations
Employees
Events with guests' participation

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EVALUATION

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Human engagement policy supported by the General Manager

Continuous training (seminars on issues concerning sustainability, safety and health in the work environment)

Team members are content and feel happy in the work environment which lead in a positive ROI, increase hotel's turnover, customer satisfaction score and business metrics

We hope that these practices will inspire Team Members to carry on doing what we do best: delivering unique hospitality experiences.

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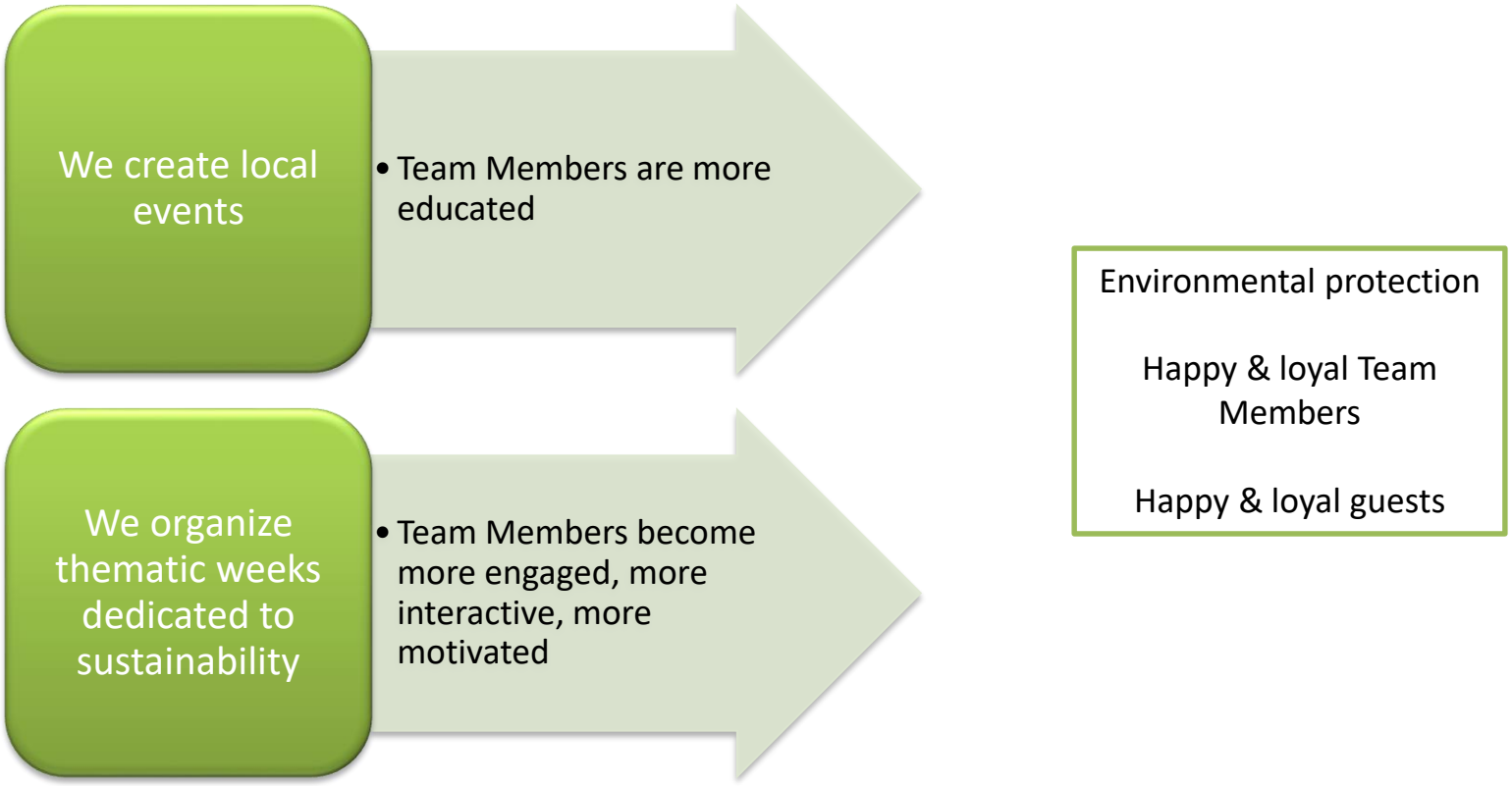

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