

THE QUALITY COMMITMENTS FOR THE WELCOME SERVICES OF THE NICE CONVENTION & VISITORS BUREAU

Premises

- Welcome clients in pleasant, clean and well up-kept areas
- Insure that the premises are in conformity with hygiene and security standards.
- Provide easy access for clients and visitors via appropriate signage and accessibility

Welcome

- Display and respect opening times.
 - Adapt to specific needs of handicapped persons.
- Provide a courteous and pleasant welcome by competent staff.
 - Facilitate contact with clients speaking other languages.

Information

- Provide clear, reliable up to date tourist information in different languages.
 - Reply to the needs expressed by each visitor by an appropriate attention.
- Provide a quick and efficient welcome service by telephone and by e-mail.
 - Collect and take into account opinions and complaints of clients.