



Tourism quality commitment

Better welcome, better advice, better satisfaction!

The Tourist Office of La Ciotat is committed to :

1/ Caring for the environment

- Maintaining a pleasant reception area
- Ensuring cleanliness of premises and surroundings

2/ Understanding and anticipating everyone's expectations

- Ensuring fast, efficient telephone reception
- Facilitating visitor access through appropriate signage and accessibility
- Adapting opening hours

3/ Communicating clear and precise information

- Providing clear, reliable and up-to-date tourist information
- Providing detailed information on the services offered in the destination

4/ Treating every visitor as a guest

- Taking care of each visitor as soon as they arrive
- Handling unpredictable requests by proposing alternative solutions
Reducing waiting time
- Guaranteeing a high level of visitor satisfaction



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5/ Tailoring reception to the customer type

- Responding to the needs expressed by each visitor by listening appropriately
- Facilitating contact with foreign-speaking visitors
- Meeting the specific needs of visitors with disabilities

6/ Measuring and improving reception quality

- Gathering and taking into account visitors' opinions Assessing regularly the quality of reception in-house
- Taking the necessary steps to improve the quality of reception
- Working in synergy with the organisations in charge of tourism in our sector: Comité Régional du Tourisme PACA – Provence Tourisme...