

## ACCESS, SIGNAGE AND ENVIRONMENT

- To facilitate the access by a clear and legible signage.
- To provide an attractive environment.
- To be able to inform the visitor during closing hours.
- To clearly identify the reception points.
- To give accessibility to persons of reduced mobility.

## TOURIST WELCOME AND INFORMATION DESK

- To dispose of a welcoming space.
- To have working hours suited for the tourism activity.
- Pr Mettre à disposition des brochures d'informations touristiques.

## SUSTAINABLE DEVELOPMENT

- Awareness and respect for our environment.
- Energy saving.
- Welcoming for everyone.

## CONTACT AND COUNSELLING

- To be available and welcoming.
- High-quality of physical reception and call handling.
- To ensure a good management of email and regular mail enquiries.
- To manage absences and unavailability.

## SATISFACTION

- To provide a systematic treatment of customer complaints.
- To know the level of the visitors' satisfaction.

# **OUR 10 STANDARDS OF EXCELLENCE AT THE TOURIST OFFICE**

**1. Our priority is our visitors' satisfaction.**

**2. Enthusiasm, friendliness and courtesy are our keywords.**

**3. A true smile and a welcoming attitude qualify us.**

**4. Our attitude combines friendliness, respect and self-control.**

**5. Our behaviour remains thoughtful towards visitors and colleagues.**

**6. The "I don't know" always turns into enquiring for information.**

**7. Knowledge sharing makes us more efficient.**

**8. We know how to enhance the destination and promote the city of Cannes.**

**9. We are proud of our welcoming mission within the Tourist Office.**

**10. Our attitude is eco-responsible.**

**The showcase of Cannes, it is us!**