



Quality commitments of the Cassis Tourist Office

The Cassis Tourist Office is committed to quality and has been awarded the Marque Qualité Tourisme (Quality Tourism Mark), which confirms our commitment to all our stakeholders : visitors, partners, socio-professionals and the local authority.

At every stage of your stay, your comments, suggestions and opinions are taken into account, and every year we implement improvements to our services, both at the Tourist Office and in the village.

Offering a high-quality reception service :

- Welcome visitors in a well-kept environment, thanks to our multilingual staff.
- Ensure efficient information management
- Improve knowledge of the tourism offering
- Record and analyze malfunctions
- Develop our services : free WiFi, store, SNCF terminal, mobile reception

Build a consolidated network of partners :

- Strengthen links with partners
- Raise partners' awareness of the quality and actions of the Tourist Office
- Involve partners in our promotional activities
- Develop institutional partnerships

Pursue its objectives vis-à-vis the community :

- Contribute to the destination's reputation and develop "reasoned" visitor numbers in line with the community's policy.
- Support and accompany major events
- Generate self-financing to meet budget targets

Strengthen our approach to sustainable development :

- Raise staff awareness of waste sorting and eco-friendly practices
- Reduce consumption of disposable products
- Reduce document printing and rationalize distribution
- Reduce business travel and optimize public transport

The entire Cassis Tourist Office team sees the quality approach it has embarked upon as a tool for professionalizing its services, helping it in its day-to-day missions and enhancing the value of its work.

The management