

Beyond the quality benchmark, the tourist office team is committed to a process of progress and continuous improvement.

Towards customers and the local population

- Support them before, during and after their stay,
- To guarantee an authentic welcome to visitors, in a personalized approach and to allow visitors easy access, by all means, to reliable and reasoned information,
- Provide personalized advice to tourists to make their stay in Grand Montauban a success.
- To take into account the opinions of our visitors, to synthesize them and to restore them to put in place lasting corrective actions,
- Welcome residents to guide them towards cultural events, leisure activities, etc.
- Promoting as a priority local know-how and productions.

Towards our socio-professionals

- Know them well in order to better promote them,
- Be available, attentive to them,
- Become part of a business provider approach.

To the community

- Make our action plan consistent with tourism policy.
- Be an expert in the tourist environment,
- Be a force of proposal and advice.
- Maintain a permanent consultation framework.

Internally, for employees

- To gain in work efficiency by making quality a shared value among all team members and to deploy the necessary means and perpetuate the quality management system,
- Ensure that the entire team is regularly upgraded by providing each employee with a credit for training hours in their schedule, in particular through regular visits to the Destination's tourism partners.
- Develop the transversality of each person's missions,
- Maintain internal communication through weekly meetings.
- To deploy new tools allowing the team to anticipate new ways of organizing work.