

# Mikilvægi gæða í örum vexti

Rannveig Grétarsdóttir  
Framkvæmdastjóri Eldingar



BLÁFÁNNINN

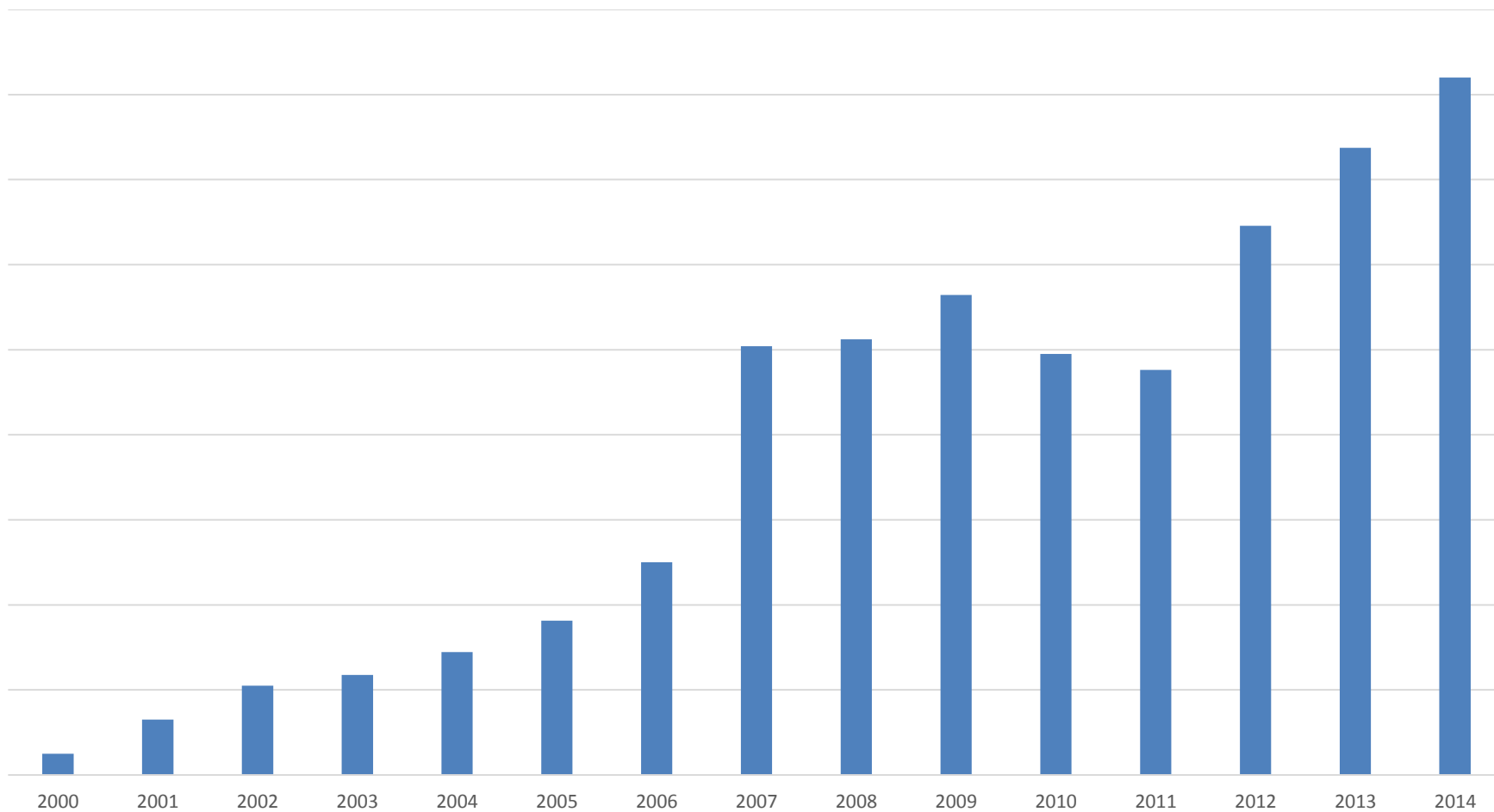


**ÍSLANDSSTOFA**  
PROMOTE ICELAND



EARTHCHECK

# Vöxtur Eldingar





# Whale Watching Ticket Office



# Hvernig mælum við gæðin?

- Hrós og kvartanir frá viðskiptavinum
- Fjöldi og innihald kvartana/hrós á tölvupósti
- Umæli á Tripadvisor
- Kannanir – ekki reglulega
- Úttekt hjá EarthCheck
- Úttekt hjá Vakanum

# Elding ummæli í október 2014

**Þrátt fyrir að vera einn erfiðasti mánuðurinn okkar í mörg ár....**

Very clean boat, nice refreshments on offer, very **knowledgeable guide**

Well run trip , went out for miles on the search for whales , staff were very **informative**

...**have lot of respect** for the animals and made sure to keep the engine noise down and not go too close and cause them distress.

The trip was **well organized** and all the necessities provided for such as sea sickness pill and orange overalls for warmth.

The waterproof suits are brilliant, keep you dry! **Commentary excellent.**

Staff are very helpful, **informative** and **friendly!**

Gæðamálin eru þau mál sem skiptir  
sköpum fyrir orðspor íslenskrar  
ferðapjónustu!

Takk fyrir

