

✓ 1. Quality Assurance Policy  
Gold Coast Tamborine Cleaning

At Gold Coast Tamborine Cleaning, we are committed to providing high-quality, reliable, and consistent cleaning services to all clients, including individuals, businesses, and government agencies. Our focus is on customer satisfaction, safety, and continuous improvement.

We will:

1. Understand and meet client expectations
2. Consistently deliver services that are timely, efficient, and effective
3. Respond quickly and respectfully to all client feedback and complaints
4. Use appropriate tools, training, and checklists to ensure consistency
5. Review and refine our cleaning procedures regularly

We are a small team who take pride in our work. We aim to grow through reputation and results, and we continuously seek ways to improve.

Signed:   
Mak Makune  
Owner/Manager  
4 May 2025