

# Service Level Agreement

Date: [Insert Date]

Between:

[Supplier Name]

[Supplier Address]

And:

[Client Name]

[Client Address]

## 1. Purpose

This Service Level Agreement (SLA) establishes the criteria for the delivery of hospitality services by [Supplier Name] to [Client Name].

## 2. Scope of Services

The services provided under this SLA include:

- Supply of linens and towels
- Catering services
- Room amenities supply

## 3. Service Levels

The following performance metrics will be monitored:

- Delivery Timeliness: 98% on-time delivery
- Quality of Goods: 95% compliance with specifications
- Response Time: 24 hours for service requests

## 4. Responsibilities

[Supplier Name] agrees to:

- Provide goods and services as outlined.
- Maintain quality standards.

[Client Name] agrees to:

- Provide timely feedback on services.
- Make payments as per the agreed schedule.

## **5. Termination**

This agreement may be terminated by either party with a written notice of 30 days.

## **6. Signatures**

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[Supplier Name]

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[Client Name]