

**THE COMMON POLICY ON THE MANAGEMENT OF QUALITY, FOOD CONTROL AND GUEST SATISFACTION**

Includes the production of food and beverages, their performance and the activities which belong to the accommodation services;

- ❖ Compliance with legal rules and the rules that govern our service,
- ❖ The purchase of raw materials, their storage, food preparation and their service, the hygienic rules heeding, the making available tasty but also healthy food
- ❖ Working with staff who are friendly and consciously participate and what the common team spirit acquire
  - ❖ By pursuing the technological advances which are conditions in the sector
- ❖ To improve steadily through the making available of resources needed and the training to our administration
- ❖ Individually consider each individual dissatisfaction and this will lead to satisfaction
  - ❖ To achieve by the courteous definition of expectations and needs to the maximum customer satisfaction
- ❖ Be that all the proposals, requests and complaints evaluated by the fact and sent to the entire staff; this allows us to continuously improve and trust of the guests for us

**Mustafa ŞAHİN**  
**General Manager**

**01.11.2015**

