



**NATIONAL OCCUPATIONAL STANDARD**

**FLOOR SUPERVISOR**

**LEVEL 3**

**REFERENCE CODE /09UMS0023-3**

**OFFICIAL JOURNAL DATE-ISSUE/26/11/2009 - 27418**

<b>Occupation:</b>	<b>FLOOR SUPERVISOR</b>
<b>Level:</b>	<b>3<sup>1</sup></b>
<b>Reference Code:</b>	<b>09UMS0023-3</b>
<b>Standard Developed by:</b>	<b>The Ministry of Culture and Tourism, Union of Hotel Owners and Managers in the Mediterranean, Union of Owners, Managers and Investors of Touristic Hotels</b>
<b>Standard Verified by:</b>	<b>VQA Tourism, Accommodation, Catering Service Sector Committee</b>
<b>Approval Date/Number by VQA Executive Board:</b>	<b>Decision Dated 03.11.2009 and Numbered 2009/58</b>
<b>Official Journal Date / Issue:</b>	<b>26/11/2009 – 27418</b>
<b>Revision Number:</b>	<b>00</b>

---

<sup>1</sup> Vocational Qualification Level is determined as Level 3 in the octal (8) level matrix.

## TERMS, SYMBOLS AND ABBREVIATIONS

**APART ROOM/HOTEL:** A room and/or hotel consisting kitchen in its room,

**DEVICE:** An object used during carrying out or completing a work,

**INFORMATION BOARD:** A board used for internal communication by personnel,

**DEMO:** Promotional demonstrations,

**DO NOT DISTURB (DND):** A warning card,

**GIFT ADMISSION FORM:** A form issued to take out gifts given by hotel guests to hotel staff.

**EQUIPMENT (MATERIAL):** Devices, materials used to perform a certain act,

**HOUSEKEEPING:** Floor services department,

**HYGIENE:** Cleaning measures taken to protect human health,

**ISCED:** International Standard Classification of Education,

**ISCO:** International Standard Classification of Occupations,

**OHS:** Occupational Health and Safety,

**BUSINESS STATUS REPORT:** Business Status Report,

**PPE:** Personal protective equipment,

**3x3 METHOD:** A method which requires cleaning staff to knock on guest's door three times and call out "housekeeping" and to repeat this action twice,

**NACE:** Statistical Classification of Economic Activities in the European Community,

**OCCUPIED (OCC):** Busy / Occupied,

**OCCUPIED-READY (OCC-Ready):** Clean guest room,

**VACANT – READY (VAC-Ready):** The room ready for sale,

**OUT OF ORDER (OOO):** Out of order, out of use,

**BORROWED PROPERTY BOOK/FORM:** A report or book which is kept while lending inventory stock of an enterprise to another enterprise in need,

**MASTER KEY:** A skeleton key which enables to open doors of multiple rooms or a specific area in general and regionally,

**ROOM CHECK LIST:** Control list for room cleaning and organisation,

**TURN DOWN:** Turn down service,

**VIP:** Very Important Person

## TABLE OF CONTENT

1. Introduction .....	6
2. INTRODUCTION TO THE OCCUPATION.....	7
2.1. Definition of the Occupation .....	7
2.2. Place of the Occupation in International Classification System .....	7
2.3. Regulations on Health&Safety and Environment.....	7
2.4. Other Legislation Related to the Occupation.....	7
2.5. Working Environment and Conditions .....	8
3. OCCUPATIONAL PROFILE.....	9
3.1. Duties, Tasks and Performance Criteria .....	9
3.2. Tools, Appliances and Equipment Used.....	24
3.3. Knowledge and Skills .....	24
3.4. Attitudes and Behaviours .....	25
4. TESTING, ASSESSMENT AND CERTIFICATION.....	26
ANNEX: Institutions participated in the Occupational Standard Preparation Process....	27

## **1. Introduction**

National occupational standard titled Floor Supervisor (Level 3) was issued by the Ministry of Culture and Tourism, Union of Owners, Managers and Investors of Touristic Hotels, Union of Hotel Owners and Managers in the Mediterranean assigned as per the provisions of Vocational Qualifications Authority (VQA) Law No.5544 and “By-law on Drawing up National Occupational Standards” and “Regulation on the Establishment, Duties and Operation Procedures and Principles of the Sector Committees of Vocational Qualification Authority” introduced pursuant to the afore-mentioned Law.

National occupational standard titled Floor Supervisor (Level 3) was assessed upon receiving the opinions of the related institutions and organizations in the sector, and approved by VQA Board of Directors upon examination of the VQA Tourism, Accommodation and Catering Services Sector Committee.

## **2. INTRODUCTION TO THE OCCUPATION**

### **2.1. Definition of the Occupation**

Floor Supervisor (Level 3) is the qualified person who has the knowledge and skills to carry out the cleaning, organisation, maintenance and protection of guest rooms, floor halls, stairs, lifts and offices, to be able to supervise and manage the staff under his/her responsibility.

### **2.2. Occupational Reference in the International Classification System**

**ISCO 08:** 5151

**ISCED 97:** 811

**NACE:** 55.10

### **2.3. Regulations on Health&Safety and Environment**

Law No. 2872 on Environment

Law No. 4857 on Labour

Law No.506 on Social Insurance

Law No. 5510 on Social Insurance and General Health Insurance

Regulation on Occupational Health and Safety Rules

Noise Regulation

Regulation on Heavy and Dangerous Works

Law on Trade Unions

Regulation Personal Protective Equipment

\* Furthermore, it is essential to obey the other legislation, law, statutory rules and by-laws regarding the occupational health&safety and environment, and to perform risk analysis regarding the subject.

### **2.4. Other Legislation Related to the Occupation**

Law No. 3308 on Vocational Education

Regulation related to the Labour Act on extra work and overtime work.

Regulation on Vocational and Technical Training

\* Furthermore, it is essential to obey other legislation, law, statutory rules and by-laws regarding the occupation.

## **2.5. Working Environment and Conditions**

Floor Supervisor (Level 3) may work in guest rooms, halls and housekeeping offices of private or public hospitality industry. Floor supervisor should work in communication and cooperation with Technical Service, Laundry, Front Office, Garden, Accounting, Human Resources, Security, Storeroom, Service, Kitchen, Health Club etc. departments. Necessary measures should be taken against diseases such as poisoning, electric shock, falling, slipping, herniated disk, hepatitis, varix and skin etc. and unexpected accidents. Working in shifts and overwork may be required in holidays.

## **2.6. Other Requirements Regarding the Occupation**

The people who are supposed to work at this job shouldn't be allergic to cleaning substances, carpet wool and dust etc.



### 3. OCCUPATIONAL PROFILE

#### 3.1. Duties, Tasks and Performance Criteria

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
A	To conduct the activities of OHS	A.1	To attend trainings and exercises	A.1.1	Attends the trainings on OHS in his/her work place or in the other institutions.
				A.1.2	Implements and teaches what he/she has learned in the trainings to his/her subordinates.
				A.1.3	Updates information and skills on OHS and informs his/her subordinates about developments.
				A.1.4	Attend the studies regarding the determination and elimination of risk factors.
		A.2	To obey legal and work place rules	A.2.1	Keeps OHS protection and intervention tools ready and work.
				A.2.2	Wears suitable work uniform and /or personal protection equipment according to the work done and checks whether his/her subordinates wears it or not.
				A.2.3	Uses warning signs in accordance with instructions and checks whether his/her subordinates wears it or not.
				A.2.4	Ensures and checks the security of inflammable, burning and explosive materials.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>A.2.5</b>	Determines the situation, takes quick precaution against it and informs his/her superiors.
<b>B</b>	To work in accordance with legislation on environmental protection	<b>B.1</b>	To learn environmental protection methods	<b>B.1.1</b>	Attends the trainings on environmental protection methods in his/her work place or in the other institutions.
				<b>B.1.2</b>	Implements and teaches what he/she has learned in the trainings to his/her subordinates.
				<b>B.1.3</b>	Updates information and skills he/she has learned in the training and informs his/her subordinates about developments.
		<b>B.2</b>	To attend the studies on reducing environmental risks.	<b>B.2.1</b>	Attend the studies regarding the determination and elimination of risk factors.
				<b>B.2.2</b>	Uses natural resources efficiently and economically and ensures his/her subordinates to use them in the same manner.
				<b>B.2.3</b>	Checks the sorting of dangerous and harmful wastes in the area under his/her responsibility and ensures his/her subordinates work in the same manner in accordance with business standards.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>B.2.4</b>	Observes environmental impacts of implementations during the work and attends the studies to prevent harmful results.
<b>C</b>	To implement quality management system	<b>C.1</b>	To run the activities about the quality management system	<b>C.1.1</b>	Attends the trainings on quality management and service standards in his/her work place.
				<b>C.1.2</b>	Implements and teaches what he/she has learned in the trainings to his/her subordinates.
				<b>C.1.3</b>	Updates information and skills he/she has learned in the trainings and informs his/her subordinates about developments.
				<b>C.1.4</b>	Attends and ensures the participation of his/her subordinates to communication meetings.
		<b>C.2</b>	To control the compliance of works with quality standards	<b>C.2.1</b>	Implements quality requirements in line with business standards and plans, and ensures his/her subordinates to implement these.
				<b>C.2.2</b>	Checks the quality of works.
				<b>C.2.3</b>	Fills the quality reports whether the works are implemented according to the quality standards.
				<b>C.2.4</b>	Informs the authorities about mistakes and failures determined during the activities in line with the business standards and takes part in necessary studies to eliminate them.
		<b>C.3</b>	To operate feedback system (from personnel-guest)	<b>C.3.1</b>	Holds regular meetings with the personnel and listens their complaints and proposals, and informs his/her superiors regarding the issue.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>C.3.2</b>	Reviews guest evaluation forms; informs his/her superiors about the complaints and proposals from guests, researches the reasons and takes necessary measures to eliminate them.
<b>D</b>	To make work organisation (To be continued)	<b>D.1</b>	To make personal preparations	<b>D.1.1</b>	Applies personal cleaning and hygiene rules.
				<b>D.1.2</b>	Puts all jewellerys out (except for watch and wedding ring).
				<b>D.1.3</b>	Wears the uniform determined by the company.
				<b>D.1.4</b>	Puts name tag on his/her uniform.
		<b>D.2</b>	To make preparation about the work	<b>D.2.1</b>	Learns work programme.
				<b>D.2.2</b>	Expresses his/her opinion and proposals about the preparation of work programme.
				<b>D.2.3</b>	Receives business status report from his/her superior.
				<b>D.2.4</b>	Checks communications book among shifts.
				<b>D.2.5</b>	Transfers instructions received from his/her superiors to the subordinates and makes work distribution by determining their priority.
				<b>D.2.6</b>	Receives daily VIP report. Deals with VIP guests in accordance with the report and instructions given by his/her superiors, and ensures necessary preparations.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>D.2.7</b>	Supervises halls, floor stairs, floor offices etc.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
<b>D</b>	To make work organisation (To be continued)	<b>D.3</b>	To implement paths for master key	<b>D.3.1</b>	Receives master keys of the areas under his/her responsibility and of his/her subordinates, distributes them to the subordinates and collects them by signature.
				<b>D.3.2</b>	Never uses the master keys (metal or card) under his/her responsibility to open the door for the guests and gives them to nobody.
				<b>D.3.3</b>	If one or more of master keys under his/her responsibility is lost or broken, he/she reports the situation to his/her seniors and the other related units specified under business paths and follows-up the work process.
		<b>D.4</b>	To distribute missing materials	<b>D.4.1</b>	Receives the list of requirements prepared by the personnel.
				<b>D.4.2</b>	Housekeeping draws the materials from supply office.
				<b>D.4.3</b>	Submits the required materials to the personnel by signature.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
		<b>D.5</b>	To supervise the staff	<b>D.5.1</b>	Supervises rush hours and general appearance of the personnel, whether they apply work rules or not.
				<b>D.5.2</b>	Pays necessary attention to their attitudes and behaviours.
				<b>D.5.3</b>	Ensures communication between his/her superiors and subordinates.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
<b>D</b>	To make work organisation	<b>D.6</b>	To collect room status report in the morning	<b>D.6.1</b>	Receives the room status report prepared by his/her subordinates.
				<b>D.6.2</b>	Compares collected room status report with the business status report received from his/her superiors and gives them to his/her superior by stating special occasions (such as intra-day use, change of room, spending the night out of the hotel).
		<b>D.7</b>	To keep the record of borrowed property book	<b>D.7.1</b>	Records the inventories which he/she has borrowed from or given to the other businesses according to their types, numbers in line with the instructions received from his/her superiors.
				<b>D.7.2</b>	Checks whether the inventories he/she has lent are whole and complete while accepting them.
		<b>D.8</b>	To implement the paths regarding dirty and clean hotel/guest laundry	<b>D.8.1</b>	Checks whether the paths stating the procedures on the collection and washing of dirty linens (such as linens, pillowslip, quilt covers etc.) are applied or not by considering environmental card implementation.
				<b>D.8.2</b>	Prepares the inventory form of business' linens to be washed.
				<b>D.8.3</b>	Checks whether his/her subordinates deliver dirty linens belonging to the business to laundry by classifying them according to their type and by signature.
				<b>D.8.4</b>	Checks whether his/her subordinates classify the guests' laundries according to their type, colour, operations to be done and fill the form (dry cleaning, washing, ironing etc.) and deliver or not.
				<b>D.8.5</b>	Receives washed laundries of the business according to their types by signature and delivers them to the personnel according to the numbers demanded.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>D.8.6</b>	Checks whether guests laundries treated have been cleaned and left in their rooms in accordance with business standards.
<b>E</b>	To supervise the floor * (General area supervision, if necessary) (To be continued)	<b>E.1</b>	To check room	<b>E.1.1</b>	Knocks the door according to 3x3 method and checks whether the guest is in the room or not. If the guest is not in the room, he/she opens the door with the master key.
				<b>E.1.2</b>	Checks the room by using Room Checklist according to the room status.
				<b>E.1.3</b>	Prepares VIP rooms based on the business standards.
				<b>E.1.4</b>	Checks safety box; if it is empty, he/she resets the password, if not, reports it to the related units.
				<b>E.1.5</b>	Has the faucets of empty guest rooms drained off from time to time, organises and checks their cleaning as long as they are not occupied and empty.
				<b>E.1.7</b>	Checks occupied rooms which are cleaned.
				<b>E.1.8</b>	Reports the approved room to his/her superior and front office.
		<b>E.2</b>	To check hall	<b>E.2.1</b>	Checks the cleaning and order.
				<b>E.2.2</b>	Has the empty services moved to service areas and inform the related unit and monitors it.
				<b>E.2.3</b>	Observes fire exits and existence of fire tube and filling date, and reports it to the related unit and seniors.



Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>E.2.4</b>	Checks whether warning signs and information panels are used by the personnel.
				<b>E.2.5</b>	Checks the decorative objects.
<b>E</b>	To supervise the floor * (General area supervision, if necessary)	<b>E.3</b>	To implement paths regarding failures and damages	<b>E.3.1</b>	Prepares Request Form on Failure and Damage for the failures and damages which are reported by his/her subordinates or he/she identifies himself/herself.
				<b>E.3.2</b>	Informs the related unit on the topic depending on failure status, urgency of failure and damages, and takes them out of service if necessary.
				<b>E.3.3</b>	Provides information to guest and front office if the failure is in a place that may disturb the guest. He/she changes the room, if required.
				<b>E.3.4</b>	Follows the failure and have it cleaned after the repairing, if necessary.
				<b>E.3.5</b>	Brings the area repaired into use.
		<b>E.4</b>	To control pests	<b>E.4.1</b>	Takes necessary measures regarding pests reported by the subordinates and identified by his/herself and follows up as much as he/she can.
				<b>E.4.2</b>	Takes necessary measures against malodour occurring after the operations.
				<b>E.4.3</b>	Informs his/her superiors regarding pests.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
		<b>E.5</b>	To maintain deficiencies encountered in work flow	<b>E.5.1</b>	Reports suspicious package, objects and persons, case of emergency (injury, death, fire, drunkenness, fight, noise etc.) to the related unit and/or his/her superior.
				<b>E.5.2</b>	Deals with guests' request and complaints.
				<b>E.5.5</b>	Enters the room on which "Don't disturb card" is hung only accompanied with a security guard or his/her superior in accordance with the business paths.
<b>F</b>	To perform End of Day (End of Shift) tasks (To be continued)	<b>F.1</b>	To check final cleaning	<b>F.1.1</b>	If the DND card is removed from the door, he/she has the room cleaned and then checks it.
				<b>F.1.2</b>	Checks bed opening service.
				<b>F.1.3</b>	Supervises whether the wastes are sorted and stored in accordance with the business standard.
				<b>F.1.4</b>	Checks whether housekeeping card is clean and ready for the next shift.
		<b>F.2</b>	To supervise housekeeping office	<b>F.2.1</b>	Checks whether enough materials exist or not.
				<b>F.2.2</b>	Checks whether any object is forgotten by the guest.
				<b>F.2.3</b>	Updates the information boards.
				<b>F.2.4</b>	Checks whether material counting is done properly by the subordinates.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>F.2.5</b>	Checks first aid chests.
		<b>F.3</b>	To implement the paths regarding lost and found properties	<b>F.3.1</b>	Prepares “Lost and Found Properties Form” for lost or forgotten (found) properties brought by his/her subordinates or found by him/her own.
				<b>F.3.2</b>	Keeps the record of lost and forgotten (found) properties and stores them by defining their types, colours, dates and places where they have been found.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
<b>F</b>	To perform End of Day (End of Shift) tasks (To be continued)	<b>F.4</b>	To implement the paths regarding lost and damaged inventories	<b>F.4.1</b>	Communicates with his/her superior or the related unit for the lost and damage inventories reported by his/her subordinates and determined by him/her.
				<b>F.4.2</b>	Writes minutes on the related units.
		<b>F.5</b>	To collect room status report at night	<b>F.5.1</b>	Receives room status reports which are prepared by his/her subordinates.
				<b>F.5.2</b>	Submits the room status reports to his/her superiors by stating the particular situations.
		<b>F.6</b>	To write notes down communications book among shifts	<b>F.6.1</b>	Writes particular room status stated in the evening room status reports on the communications book.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>F.6.2</b>	Checks whether his/her superiors write the specials requests and service information (guests' laundries to be cleaned, extra materials given to guest room etc.) on the communications room and adds his/her notes, if required.
		<b>F.7</b>	To accept the gifts presented by guests in conformity with paths	<b>F.7.1</b>	Accepts the gifts given by the guest to his/her superior or him/her by preparing Gift Admission Form and have it signed to his/her superiors.
				<b>F.7.2</b>	Shows Gift Admission Form to the related persons (exit, security).
<b>G</b>	To perform periodical tasks (To be continued)	<b>G.1</b>	To perform periodical cleaning and maintenance tasks	<b>G.1.1</b>	Puts a hold on the places which are under periodical cleaning and maintenance and puts them into the service after the cleaning.
				<b>G.1.2</b>	Prepares the periodical cleaning programmes and distributes the works to be done.
				<b>G.1.3</b>	Accompanies and checks the cleaning and maintenance tasks (such as carpet, fabric covered furniture, curtain, wall and ceilings) in the rooms.
				<b>G.1.4</b>	Accompanies and checks maintenance and repair tasks which cover the general business in cooperation with the other units.
				<b>G.1.5</b>	Checks the quality of the works done after the maintenance and delivers the list of incomplete works to his/her superior.
		<b>G.2</b>	Ensures the drawing of materials from	<b>G.2.1</b>	Learns estimated occupancy rate of the business from the related unit or his/her superiors.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
			purchasing store	G.2.2	Checks the amount of the materials in housekeeping material store.
				G.2.3	Draws materials from the store by signing the prepared demand form to his/her superiors.
				G.2.4	Ensures the placement of materials drawn to housekeeping material store, place of use by considering their priority.
G	To perform periodical tasks	G.3	To check housekeeping stores	G.3.1	Checks whether the materials have been placed to the store according to their type and QHS rules.
				G.3.2	Ensures the materials in the store to be sound, working and complete.
		G.4	To accompany the staff in inventory counting	G.4.1	Counts inventories true and complete together with his/her subordinates.
				G.4.2	Collects and finalises prepared inventory lists and submits them to his/her superiors.
		G.5	To accompany the staff in pest control	G.5.1	Ensures information on pests control to the guests and related unit before the disinfection.
				G.5.2	Has the areas under his/her responsibility (rooms, stores, halls etc.) disinfected according to the QHS rules by accompanying the staff of the business where service is received.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				<b>G.5.3</b>	Ensures the cleaning and air-conditioning of the places infected.
				<b>G.5.4</b>	Keeps the records of pests control dates and places, observes whether it is useful or not and reports it to his/her superiors.
<b>H</b>	To attend vocational development activities	<b>H.1</b>	To follow publications regarding the occupation	<b>H.1.1</b>	Follows every kind of publication, innovation and technologic developments regarding his/her work.
				<b>H.1.2</b>	Follows the publication of the business.
				<b>H.1.3</b>	Implements the information he/she learned into his/her work.
				<b>H.1.4</b>	Trains his/her subordinates.
		<b>H.2</b>	To attend courses and seminars	<b>H.2.1</b>	Attends the in-service trainings.
				<b>H.2.2</b>	Watches the demos about his/her work.
				<b>H.2.3</b>	Attends the courses and seminars which are requested or suggested by the business. Encourages also his/her subordinates to participate in these courses and seminars.
				<b>H.2.4</b>	Attends personal development activities (meeting, visit, observation, fair etc.).
				<b>H.2.5</b>	Implements what he/she learns into the work, informs and trains his/her subordinates about this topic.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
		H.3	To support new recruited personnel	H.3.1	Delivers on-the-job training to newly recruited personnel and interns and supervises them at work.
				H.3.2	Teaches the business principles.
				H.3.3	Supports his/her subordinates in their work.

### **3.2. Tools, Appliances and Equipment Used**

1. Store-request tag
2. Agenda
3. Failure report
4. Computer
5. Master key of the unit
6. Deposit form
7. Gift admission form
8. Loss adjustment form
9. Calculator
10. Lost and found property form
11. Guest evaluation form
12. Office materials
13. Master key signature book
14. Performance evaluation form
15. Telephone
16. Radiotelephone or beeper
17. Communications book for shifts

### **3.3. Knowledge and Skills**

1. Ability of analytical thinking
2. Knowledge of using tools, appliances, and equipment
3. Computer literacy
4. Knowledge of landscaping
5. Knowledge of document
6. Manual skills
7. Visual skills
8. Knowledge of hygiene
9. Communication skills
10. Knowledge of human psychology
11. Knowledge on Occupational Health and Safety
12. Knowledge of quality control principles
13. Knowledge of recording
14. Knowledge on legal regulations regarding the occupation



15. Knowledge of terminology
16. Training skills
17. Problem solving ability
18. Knowledge of reporting
19. Knowledge of foreign language (Intermediate)
20. The ability to manage staff under his/her responsibility
21. Knowledge of time management

### **3.4. Attitudes and Behaviours**

1. To be able to research
2. To be sensitive to the protection of environment
3. To be critical
4. To be careful
5. To be honest and reliable
6. To be trainer and open to training
7. To have team spirit
8. To be energetic
9. To be genial
10. To be able to take initiative
11. To be determined
12. To take care of personal hygiene
13. To be discreet
14. To be an example to his/her personnel
15. To be patient
16. To be moderate
17. To have high sense of responsibility
18. To be creative
19. To be open to developments

#### **4. TESTING, ASSESSMENT AND CERTIFICATION**

Testing and assessment for certification with respect to national qualifications based on Floor Supervisor (Level 3) Occupational Standard shall be held in written and/or verbal forms, theoretically and practically, in testing and assessment centres where required conditions are met.

Testing and assessment method and practice principles shall be detailed with national qualifications to be drawn up pursuant to this occupational standard. Activities regarding testing, assessment and certification shall be conducted within the framework of Vocational Qualification Authority, Testing and Certification Regulation.

## **ANNEX: Institutions participated in the Occupational Standard Preparation Process**

### **1. Professional Standards Team of Institution Preparing Professional Standard**

Faruk DAŞTANOĞLU- Ministry of Culture and Tourism, Head of Non-Formal Education

Figen KUNT- Ministry of Culture and Tourism, Instructor

Özgül DEMİR- Ministry of Culture and Tourism, Trainer

Dönüş KOÇAK- Ministry of Culture and Tourism, Trainer

Özlem ÖĞER- Ministry of Culture and Tourism, Trainer

Selcan ÖZDEMİR - Ministry of Culture and Tourism, Trainer

Pınar TOKGÖZ- Ministry of Culture and Tourism, Trainer

Abdullah DURMUŞ- Union of Hotel Owners and Managers in the Mediterranean, Education  
Coordinator

İsmail TAŞDEMİR- Union of Owners, Managers and Investors of Touristic Hotels, Office Manager

Aydın ULUÇAM- Union of Owners, Managers and Investors of Touristic Hotels, Trainer

Ali İmdat UÇAR- Union of Owners, Managers and Investors of Touristic Hotels, Education Committee  
Member

Alişan KULOĞLU- Union of Owners, Managers and Investors of Touristic Hotels, Consultant

### **2. Technical Work Group Members**

Aysun ÇELİKOK Conrad Hotel-İSTANBUL

Gülcan UĞUR Hilton Hotel-İSTANBUL

Bayram TAY Belek Kaya Select Hotel-ANTALYA

Bülent KANSIZ Belek Kaya Select Hotel-ANTALYA

İsmihan CİNOCAK Belek Kaya Select Hotel-ANTALYA

### **3. People, Institutions, and Organizations Asked for Opinion:**

#### **INSTITUTIONS/ORGANISATIONS**

1. Ministry of Labour and Social Security
2. Ministry of National Education (General Directorate of Commerce and Tourism Education )
3. Ministry of National Education (General Directorate of Apprenticeship and Non-formal Education)
4. Ministry of National Education (Department of Project Coordination Centre )

5. Ministry of Culture and Tourism
6. Higher Education Institution
7. Turkish Labour Agency (İŞKUR)
8. Small and Medium Enterprises Development Organization (KOSGEB)
9. Turkish Standards Institution (TSE)
10. Union of Chambers and Commodities Exchanges of Turkey (TOBB)
11. Confederation of Turkish Tradesmen and Craftsmen
12. Association of Turkish Travel Agencies (TÜRSAB)
13. Turkish Labour Unions Confederation (TÜRK-İŞ)
14. Confederation of Turkish Real Trade Unions (Hak-İş)
15. Confederation of Progressive Trade Unions
16. Turkish Confederation of Employer Associations (TİSK)

**Others (UNION/NGO/ASSOCIATION)**

1. Turkish Industry and Business Association (TÜSİAD)
2. Turkish Hoteliers Federation (TÜROFED)
3. Turkish Investors' Association (TYD)
4. Professional Hotel Managers' Association (POYD)
5. Hotel Cleaning Training and Decoration Association (OTED)
6. Turkey's Hotel Restaurant and Entertainment Workers Trade Union (TOLEYİS)
7. Hotels, Restaurants and Amusement Places Workers Union of Trade

**UNIVERSITY AND SCHOOLS:**

1. Ankara Çankaya İMKB Hotel Management & Tourism Vocational Anatolian High School
2. Ankara Yenimahalle Tourism and Hotel Management Anatolian High School
3. Bursa Hotel Management & Tourism Vocational Anatolian High School
4. Ege University Çeşme Vocational School of Tourism and Hotel Management
5. Namık Kemal University Marmara Ereğlisi Vocational School
6. Akdeniz University Vocational School of Tourism and Hotel Management
7. Eskişehir Anadolu University Vocational School of Tourism and Hotel Management
8. Balıkesir University Vocational School of Tourism and Hotel Management
9. Erciyes University Vocational School of Tourism and Hotel Management

10. Muğla University Vocational School of Tourism and Hotel Management
11. Mersin University Vocational School of Tourism and Hotel Management
12. Gazi University Faculty of Commerce and Tourism Education
13. Başkent University Faculty of Economics and Administrative Sciences Tourism Management Department
14. Bilkent University Vocational School of Tourism and Hotel Management
15. Boğaziçi University Tourism Management Department
16. Marmara University Vocational School of Social Sciences

## **HOTELS**

1. Ankara Dedeman Hotel
2. Ankara Hilton Hotel
3. Ankara Sheraton Hotel
4. Ankara Swiss Hotel
5. Ankara Metropolitan Hotel
6. Ankara Hotel 2000
7. Ankara İçkale Hotel
8. Ankara Kent Hotel
9. Kapadokya Peri Tower
10. Kapadokya Lykia Lodge
11. İzmir Swiss Hotel
12. İzmir Balçova Termal Hotel
13. İzmir Pırıl Hotel (Çeşme)
14. Altinyunus Hotel (Çeşme)
15. İzmir Sheraton Hotel
16. Çeşme Sheraton Hotel
17. İzmir Tusan beach (Kuşadası)
18. Korumar Hotel (Kuşadası)
19. Aqua Hotel (Marmaris)
20. Antalya Best Western Hotel
21. Antalya Dedeman Hotel
22. Antalya Şampiyon Holiday Village
23. Antalya Xanadu Hotel (Belek)

24. Antalya Calista Hotel (Belek)
25. Antalya Letonia Hotel (Belek)
26. Çanakkale Akol Hotel
27. Çanakkale Colin Hotel
28. Bolu Abant Hotel
29. Diyarbakır Klas Hotel
30. Erzurum Polat Renaissance Hotel
31. Urfa Dedeman Hotel
32. Urfa Cevahir Guesthouse
33. Gaziantep Grand Hotel
34. Tuğcan Hotel
35. Trabzon Zorlu Grand Hotel
36. Rize Dedeman Hotel
37. Ordu Belde Hotel
38. Fatsa Yalçın Hotel
39. İstanbul Çırağan Hotel
40. İstanbul Laresse Park Hotel
41. Sapanca Richmand Spa Hotel
42. Sapanca Güral Hotel
43. İstanbul Akgün Hotel
44. Barcelo Premium Eresin Topkapı
45. By Otell
46. Ceylan Intercontinental
47. Crowne Plaza İstanbul Old City
48. Conrad International
49. Çırağan Palace Kempinski
50. Çınar Hotel
51. Eser Premium Hotel & Spa Büyükçekmece
52. Dedeman Hotel İstanbul
53. Divan Hotel
54. Four Seasons At The Bosphorus
55. Grand Cevahir Hotel
56. Grand Yükseliş Hotel
57. Holiday Inn İstanbul Airport Hotel

58. Holiday Inn İstanbul City
59. Hyatt Regency
60. İstanbul Marriott Asia Hotel
61. İstanbul Sürmeli Hotel
62. İstanbul Hilton Hotel
63. Sheraton İstanbul Maslak
64. Kaya Ramada Plaza Hotel
65. Klassis Resort Hotel
66. Kumburgaz Princess Hotel
67. Legacy Ottoman Hotel
68. Mövenpick Hotel İstanbul
69. Ortaköy Princess Hotel
70. Papillon Ayscha Hotel (Belek)
71. Polat Renaissance Hotel
72. Polat Renaissance Erzurum Hotel
73. Radisson Sas Confeence & Airport Hotel
74. Radisson Sas Bosphorus Hotel
75. Ramada Plaza İstanbul Hotel
76. Richmond Wellness Sapanca
77. Sarıkamış Toprak Hotel
78. Swissotel Ankara
79. Swissotel-The Bosphorus
80. Sunset Beach Hotel
81. Taksim International Abant
82. Taksim International Mersin
83. The Green Park Bostancı
84. The Green Park Merter
85. The Marmara İstanbul
86. The Ritz Carlton Hotel
87. The Plaza Hotel

#### 4. VQA Sector Committee Members and Experts

Şahap YILMAZ, Ministry of National Education	President
Agâh TURAL, Turkish Confederation of Employer Associations	Vice President
Dr Bülent ŞİMŞEK, Ministry of Labour and Social Security	Member
Ferda ÇAKMAKLIOĞLU, Ministry of Culture and Tourism	Member
Prof Dr Doğan TUNCER, Higher Education Institution	Member
Seçim AYDIN, Union of Chambers and Commodities Exchanges of Turkey	Member
Murat ÇAKIR, Confederation of Turkish Tradesmen and Craftsmen	Member
Ali RENDAN, Association of Turkish Travel Agencies	Member
Tevfik GÜNEŞ, Confederation of Progressive Trade Unions	Member
Mustafa PAÇAL, Confederation of Turkish Real Trade Unions (Hak-İş)	Member
Firuzan SİLAHŞÖR, Vocational Qualification Authority	Member
H.Merve İLKKUTLU AYHAN, Vocational Qualification Authority	Sector Representative
Sinan GERGİN, Administration for Disabled People Representative	Sector Committee

#### 5. VQA Executive Board Members

Bayram AKBAŞ, Representative of Ministry of Labour and Social Security	President
Prof Dr Oğuz BORAT, Representative of Ministry of National Education	Vice President
Assoc Prof Dr Ömer AÇIKGÖZ, Representative of Higher Education Institution	Member
Prof Dr Yücel ALTUNBAŞAK, Representative of Professional Organisations	Member
Dr Osman YILDIZ, Representative of Trade Unions Confederations	Member
Celal KOLOĞLU, Turkish Confederation of Employer Associations	Member