



NATIONAL OCCUPATIONAL STANDARD

HOUSEMAN

LEVEL 2

REFERENCE CODE / 09UMS0021-2

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

Occupation:	HOUSEMAN
Level:	2^I
Reference Code:	09UMS0021-2
Standard Developed by:	Republic of Turkey, Ministry of Culture and Tourism, Touristic Hotels & Investors Association (TUROB), Mediterranean Touristic Hotels and Operators Association (AKTOB)
Standard Verified by:	VQA Sector Committee for Business and Management
Approval Date/Number by VQA Executive Board:	Decision no 2009/58 and dated 03.11.2009
Official Journal Date/Issue:	26/11/2009 - 27418
Revision No:	00

^IQualification level of the occupation has been determined as level two (2) in the 8-level matrix.

TERMS, SYMBOLS AND ABBREVIATIONS

TOOL: refers to the object from which is benefited in order to conduct or conclude an action.

POLISH: refers to the operation of spreading the appropriate polishing material for the surface and creating a protective layer,

DEMO: refers to promotional demonstrations

DISINFECTION: refers to the operation of disposal of micro-organisms that may cause disease for human,

PROPERTY CHECK-OUT FORM: refers to the form issued by his/her superior in order to accept the presents given to the staff by the guests,

PUBLIC AREAS: refers to the common places used by those accommodating or not accommodating in hotel,

INSTRUMENT (MATERIAL): refers to the items, materials that are required to be use in order to make a certain job,

HOUSEKEEPING (H/K): refers to the floor services department,

HYGIENE: refers to the practices to be made and measures to be taken in order prevent from unhealthy environments,

ISCED: refers to the international standard classification of education,

ISCO: refers to the international standard classification of occupations,

OHS: refers to occupational health and safety,

BUSINESS CASE REPORT: refers to the report demonstrating the occupancy of quest rooms, restaurants, halls and etc. of the business.

RULE: refers to the procedure

PPE: refers to the personel protective equipment

DRY CARPET CLEANING: refers to the herbal cleaning powder (environment friendly)

NACE: refers to the statistical classification of economic activities in the European Community,

LEGIONELLA (LEJYONELLA): refers to the bacteria that can reproduce in air conditioner and cooling systems,

BUFFERING: refers to cleaning by smooth movements without scubbing and rubbing,

VACUUMING: refers to absorbing of dusts and particles on the surface with vacuum cleaner

COMMUNICATONS BOOK: refers to the notebook on which the remaining job from the previous shift is written

VIP: refers to very important person.

TABLE OF CONTENTS

1. INTRODUCTION.....	6
2. INTRODUCTION TO THE OCCUPATION	7
2.1. Description of the Occupation.....	7
2.2. Occupational Reference in the International Classification System	7
2.3. Regulations on Health, Safety and Environment	7
2.4. Other Legislation Related to Occupation.....	8
2.5. Working Environment and Conditions.....	8
2.6. Other Occupation Related Requirements	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	25
3.4. Attitudes and Behaviours	26
4. TESTING, ASSESSMENT AND CERTIFICATION	27

1. INTRODUCTION

Houseman (Level 2) National Occupational Standard has been prepared by the Republic of Turkey Ministry of Culture and Tourism, Touristic Hotels & Investors Association (TUROB) and, Mediterranean Touristic Hotels and Operators Association (AKTOB) commissioned by Vocational Qualifications Authority (VQA) pursuant to the "Regulation on Preparation of National Occupation Standards" and "the Regulation on Establishment, Duties, Working Principles and Procedures of Vocational Qualifications Authority Sector Committees" issued in accordance with the Law No. 5544 on Vocational Qualifications Authority.

Houseman (Level 2) national occupational standard has been evaluated taking the opinions of relevant institutions and organizations in the industry and approved by the VQA's Board of Directors after the examination conducted by the Sector Committee for Tourism, Accommodation, Catering Services.

2. INTRODUCTION TO THE OCCUPATION

2.1. Description of the Occupation

Houseman (Level 2) is the person who has the knowledge and skill to fulfil the operations of cleaning, ensuring order, care and protection within a certain duration in line with the rules of hygiene and sanitation and standards of the business in the units of public areas (lobby, elevators, staff use areas, administrative offices, service areas, meeting room, ball rooms, public restrooms, entertainment areas, beach and beach materials, beach showers, fire escape stairs etc.) in accommodation businesses.

2.2. Occupational Reference in the International Classification System

ISCO 08: 9112

ISCED 97: 811

NACE: 55.10

2.3. Regulations on Health, Safety and Environment

Environmental Law No. 2872

Labour Law No. 4857 and dated 22.05.2003

Social Security Law No. 506

Social Security and General Health Insurance Law No. 5510

Regulation on Occupational Health and Safety Boards

Noise Regulation

Law on Trade Unions

Regulation on PPE (Personal Protective Equipment)

Regulation on Heavy and Dangerous Works

*Moreover; it is essential to carry out a relevant risk analysis and to comply with other legislation, law, regulation and rules on the environmental health and safety.

2.4. Other Legislation Related to the Occupation

Law on Vocational Training no. 3308

Regulation on Working Over Hours and Longer Working Hours under the Labour Law

Regulation on Vocational and Technical Training

* Moreover; it is essential to to comply with other legislation, law, regulation and rules on the environmental health and safety.

2.5. Working Environment and Conditions

Houseman (Level 2) works in the public areas in accommodation businesses which are private or public. He/she works in cooperation with the units of Technical Service, Laundry, Front Office, Garden, Accounting, Human Resources, Security, StoreHouse, Service, Kitchen, Health Club etc. He/she should take preventive measures in order to prevent from poisoning, electric shock, falling, slipping, herniatic disc, varix, skin diseases etc. and unexpected accidents. He/she may have to work in holidays and working in shifts and overtime may be the case sometimes.

2.6. Other Occupation Related Requirements

The persons, who will work as houseman should not have any allergy to cleaning materials, feather of carpet, dust etc.

3. OCCUPATIONAL PROFILE

3.1. Duties, Tasks and Performance Criteria

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
A	To implement the activities of OHS (Occupational Health and Safety)	A.1	To attend to the training and practices	A.1.1	Attends to the training on OHS of his/her business and institutions except for his/her business.
				A.1.2	Applies what she/he has learned in the training in his/her job.
				A.1.3	Updates his/her information and skills that are obtained on OHS.
				A.1.4	Participates in the activities aiming to determine and minimise risk factors.
				A.1.5	Takes responsibility in cases of fire/flood/earthquake in accordance with the paths of the business.
		A.2	To follow the rules of legal rules and the rules of the business	A.2.1	Maintains the OHS protection and intervention tools in an appropriate and operational way.
				A.2.2	Wears work uniform and puts on PPE and uses the relevant warning labels and signs in accordance with the instructions.

				A.2.3	Maintains combustible, burning and explosive materials safely.
				A.2.4	Determines dangerous situations, takes preventive measures and informs his/her superior.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
B	To work as per the legislation on environment protection	B.1	To learn the methods of environment protection	B.1.1	Attends to the training on environment protection delivered by his/her workplace and other institutions.
				B.1.2	Applies what she/he has learned in the training in his/her job.
				B.1.3	Updates the skills and information he/she obtained from the training.
		B.2	To participate in the activities to minimise environmental risks	B.2.1	Participates in the activities aiming to determine and minimise risk factors.
				B.2.2	Uses the natural resources in an efficient and fruitful way.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				B.2.3	Resolves the dangerous and harmful wastes in their responsible areas according to their types and stores in garbage rooms.
				B.2.4	Observes the environmental effects of his/her practices in job and participates in activities to prevent harmful results.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
C	To make organisations	C.1	To make personal hygiene and care before work	C.1.1	Applies the rules of personal care and hygiene.
				C.1.2	Takes off the jewellery and orTilents (except for wedding ring and watch)
				C.1.3	Wears the uniform determined by the business.
				C.1.4	Puts her batch on the uniform.
		C.2	To receive task instructions before work	C.2.1	Learns the working program.
				C.2.2	Receives the keys (metal or card) of the doors in the areas under his/her responsibility from his/her superior in return for signature.
				C.2.3	Checks the communications book.
				C.2.4	Hosting the VIP guests in line with the rules of the workplace and instructions of his/her superior.
		C.3	To prepare required equipment and materials	C.3.1	Fulfils the lacks by checking the equipment and materials to be used.
				C.3.2	Stocks spare parts.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				C.3.3	Prepares the cleaning carts and the cleaning materials in line with the purpose.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To clean and put in order public areas * (when necessary, cleaning of floor and room) (to be continued)	D.1	To supervise the public areas area before cleaning	D.1.1	Puts the cleaning cart in the closest place to the area that he/she will work in a way not to prevent passing.
				D.1.2	Does not give the keys under his/her responsibility to anybody.
				D.1.3	Reports the lost or forgotten materials and fixtures as per the rules of the business.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
		D.2	To clean the units of the public areas according to the service hours	D.2.1	Cleans the public areas as per the OHS rules and the rules of the business.
				D.2.2	Makes the cleaning and disinfection of the pool, pool materials, showers and fitness centre.
				D.2.3	Frequently checks the cleaning operations in the public areas and repeats the cleaning when necessary.
				D.2.4	Carries the materials required to be carried in accordance with the measures of OHS.
		D.3	To remove dust (to be continued)	D.3.1	Chooses the appropriate dust cloth and cleaning material according to the type of the surface.
				D.3.2	Removes the dust with appropriate movements according to the type of surface.
				D.3.3	Checks whether there is stain on windows and removes the dust both of the window and frames.
				D.3.4	Complies with the rules of OHS while removing the dust of electrical appliances.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
				D.3.5	Checks the faulties, informs the responsible persons depending on the urgency and follows up.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To clean and put in order public areas *(when necessary, cleaing of floor and room)	D.3	To remove dust	D.3.6	Disinfects the surfaces and equipment which are touched (electric buttons, door handles, telephone, handset, cordon and buttons, remote controls etc.) with appropriate chemical materials.
				D.3.7	Cleans the decorative materials.
				D.3.8	Frequently washes the dirty dust cloth.
				D.3.9	Places properly the furnitures and fixtures from which dusts are removed and which are cleaned.
		D.4	To remove stains	D.4.1	Chooses the appropriate stain remover material according to the type of surface, furniture and stain.

				D.4.2	Tries the chosen material on a non-visible part of the surface in order to test whether it causes damage on the surface or not.
				D.4.3	Uses one of the methods of buffering/vacuuming/ steaming according to the type of the surface.
				D.4.4	Removes the stain from periphery to the centre with circular moves.
				D.4.5	If it is not possible to clean the material in its place, he/she takes the material out, cleans and puts its place when the cleaning is over.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To clean and put in order public areas * (when necessary, cleaing and ordering floor and room)	D.5	To conduct surface cleaning	D.5.1	Checks the surface and collects the foreign materials that can cause damage to the cleaning equipment
				D.5.2	Determines and removes stains.
				D.5.3	Cleans the surface with the appropriate equipment and materials starting from the most distant point to the exit (sweeps, mops, scrubs, polishes).

		D.6	To eliminate troubles faced during workflow	D.6.1	Informs his/her superior about the suspicious packages, material and persons and emergency cases (fire, drunkenness, fight, noise, death).
				D.6.2	Hosts the guests and follows up complaints.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To do periodical cleaning (to be continued)	E.1	To clean carpets, fabric covered furnitures and textile materials	E.1.1	Puts away the unfixed furnitures and materials in the area.
				E.1.2	Vacuums the carpet and fabric covered furnitures with vacuum cleaner.
				E.1.3	Removes the stains if there are any.
				E.1.4	By using the appropriate tolls and equipment according to the determined cleaning method (washing, dry carpet cleaning etc.), starting from the most distant point of the carpet to the exit.
				E.1.5	Vacuums one more time after the cleaning (waits for drying of the carpet in case she/he cleaned wet).
				E.1.6	Washes the fabric covered furnitures properly according to their type and model.

				E.1.7	Cleans the textile materials (curtain, bed covering etc.) in line with their cleaning rules.
				E.1.8	Places the cleaned textile materials according to their cleaning rules.
		E.2	To clean the wall, ceiling and illumination units	E.2.1	Vacuums the ceiling and walls with suitable tool.
				E.2.2	Cleans and maintains the wall and ceiling (wallpaper, oil paint etc.) with appropriate tool and equipment.
				E.2.3	Cleans and places the illuminating units as per the OHS rules or in an appropriate area.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To do periodical cleaning (to be continued)	E.3	To carry out maintenance for the legionella	E.3.1	Carries out the disinfection of air conditioner louvers, shower head, batteries, drains etc.
				E.3.2	Carries out the disinfection of fitness centres (pool, sauna, turkish bath etc.) dezenfeksiyonunu gerçekleştirir.
		E.4	To clean the windows and frames	E.4.1	Cleans the frames as per the OHS rules and from periphery to the centre and from up to down with appropriate equipment and material.
				E.4.2	Cleans the windows by moving in S form from up to down with appropriate equipment.
				E.4.3	Checks the emblem, sticker etc. used in order to ensure that the windows will be recognized and renews the worn out ones.
		E.5	To polish the surfaces by hand or with machine (to be continued)	E.5.1	Brings the furnitures and materials which are unfixed and which cannot be polished in its own place to the suitable areas.
				E.5.2	Vacuums the surface with electric vacuum cleaner.
				E.5.3	Conducts the suitable operation on the surface to be polished (removing dust, removing the polishing out etc.)

				E.5.4	Removes the worn polish from the surface starting from the most distant point to the exit and dries the surface.
				E.5.5	Polishes the surface as per OHS rules with the appropriate tools and materials by dividing the surface into parts.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To do periodical cleaning	E.5	To polish the surfaces by hand or with machine	E.5.6	Repeats the same operation until ensuring the required polishing on surface.
				E.5.7	When the varnish dries, he/she polishes the surface.
				E.5.8	Places the furniture and materials that are taken away from the surface.
		E.6	To clean the storages of Floor Services	E.6.1	Ventilates and cleans the storages.
				E.6.2	Checks if the equipment are full and operational.
				E.6.3	Checks if the equipment is placed on the right places depending on their types and frequency of use.
				E.6.4	Checks if the equipment required to be protected are maintained in a protected way or not.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To conduct end of day operations (end of shift)	F.1	To make the final cleaning and check	F.1.1	Cleans the used equipment and prepares for the next shift.
				F.1.2	Maintains the cleaning and order of the offices.
				F.1.3	Counts the materials.
				F.1.4	Arranges the public areas cleaning cart with the remaining material according to the settlement plan.
				F.1.5	Changes the dirty clothes and mats by sending to the laundry according to the business standards.
				F.1.6	Transfers the collected garbages as per the rules of the legislation on environment protection and the rules of the business.
		F.2	To implement the rules of lost and found properties	F.2.1	Prepares a Lost and Found Property Form for the lost and forgotten (found) properties which are found either by his/her junior or himself/herself.
				F.2.2	Registers the lost or forgotten (found) properties stating the date and place that it has been found and stores.
		F.3	To take notes on the	F.3.1	States the situations about workflow in general places.

			communications book	F.3.2	Specifies special cases about the guests.
		F.4	To accept the presents given by the guests in line with the rules	F.4.1	Accepts the presents given to him/her or to his/her superiors by the guests by issuing Property Check-Out Form and have these presents signed by his/her superiors.
				F.4.2	Before leaving from the work place, shows the Property Check-Out Form to the relevant persons (exit, security).

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
G	To participate in occupational development activities	G.1	To follow the publications about his/her occupation	G.1.1	Follows any kind of publication, innovation and technological advances.
				G.1.2	Follows the publications within the business.
				G.1.3	Applies what he/she has learned in the job.
		G.2	To attend to courses and seminars	G.2.1	Attends to the in-service training programs.
				G.2.2	Watches the demos that are relevant with the job.
				G.2.3	Attends to the courses and seminars suggested by the business.
				G.2.4	Attends to the events (meetings, tours, observations, fairs etc.) that could help him/her improve personal skills
				G.2.5	Applies what he/she has learned in the job.
		G.3	To help the newly employed staff	G.3.1	Teaches the business principles.
				G.3.2	Helps to the staff asking for help in her/his job.

3.2. Tools, Appliances and Equipment Used

1. Electric appliances

- Vacuum cleaner
- Carpet washing machine
- Floor maintenance machines
- Steam machines

2. Stationary

- Block note
- Envelope
- Paper
- Guest Questionnaire
- Report for the official of public areas cleaning and ordering
- Material request form
- List of material counting
- Lost and found property form
- Emblem and sticker

3. Boucle materials

- Soap
- Shampoo
- Toilet tissue
- Paper hand towel
- Shower cap
- Hygiene bag
- Slippers

4. Cleaning and care materials

- Daily cleaning materials
- General cleaning materials
- Carpet cleaning materials
- Mirror and window surface cleaning materials
- Polishes
- Stain remover

- Chemicals
- Room spray
- Pesticide

5. Cleaning materials

- Buckets
- Door mat
- Cleaning clothes
- Gloves
- Brushes
- Protective suits
- Stairs
- Garbage bags
- Scrubber
- Public areas cleaning carts

6. Linen materials

- Towel (Bath, foot, beach/pool)
- Bathrobe
- Curtain

3.3. Knowledge and Skills

1. Hand skill
2. Visual skill
3. Hygiene skill
4. Communication skill
5. OHS knowledge
6. Occupational terminology knowledge
7. Occupational technical knowledge
8. Reporting knowledge
9. Skill of dealing with stress
10. Information on tourism, region and hotel
11. Foreign language knowlege (basic level)

3.4. Attitudes and Behaviours

1. To be sensitive to environment
2. To be elaborative
3. To be careful
4. To be honest and reliable
5. Working in compliance with the team spirit
6. To be energetic
7. To be good-humored
8. Taking initiative
10. Being determined
11. Taking care of personal hygiene
12. To be farsighted
13. To be practical
14. To be patient
15. To be even tempered
16. To be responsible
17. To be open to new ideas
18. Using time efficiently

4. TESTING, ASSESSMENT AND CERTIFICATION

Assessment to be made for certification according to national qualifications based on occupational standards for Houseman (Level 2) shall be carried out written and/or oral both theoretical and practical at measurement and assessment centers which provide the necessary conditions.

Method of measurement and assessment and principles of implementation shall be detailed in the national qualifications to be developed in accordance with this occupational standard Procedures relating to measurement and assessment and certification shall be performed in the framework of Vocational Qualification, Testing and Certification Regulation

Annex: Institutions That Participated in the Occupational Standard Preparation Process

1. Occupational Standard Team of the Organization Developing the Occupational Standard:

Faruk DAŞTANOĞLU- Ministry of Culture and Tourism, Head of Informal Education
Department

Figen KUNT- Ministry of Culture and Tourism, Trainer

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- Association of Mediterranean Tourism, Education Coordinator

İsmail TAŞDEMİR- Association of Mediterranean Tourism, Office Managers

Aydın ULUÇAM- Association of Mediterranean Tourism, Trainer

Ali İmdat UÇAR- Association of Mediterranean Tourism, Member of Training Committee

Alişan KULOĞLU- Association of Mediterranean Tourism, Consultant

2. Members of Technical Study Group

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. Individuals, Institutions and Organizations That Delivered Opinions

INSTITUTIONS/ORGANISATIONS

1. Ministry of Labour and Social Security
2. Ministry of National Education (General Directorate of Commerce and Tourism Training)
3. Ministry of National Education (General Directorate of Apprenticeship and Informal Education)
4. Ministry of National Education (Centre for Projects Coordination)
5. Ministry of Culture and Tourism
6. Council of Higher Education (YÖK)
7. Public Employment Agency of Turkey (İŞKUR)
8. Small and Medium Enterprises Development Organization (KOSGEB)
9. Turkish Standard Institute (TSE)
10. Turkish Union of Chambers and Commodity Exchanges (TOBB)
11. Confederation of Turkish Tradesmen and Craftsmen (TESK)
12. Association of Turkish Travel Agencies (TÜRSAB)
13. Confederation of Turkish Trade Unions (TÜRK-İŞ)
14. Confederation of Workers' Trade Unions (HAK-İŞ)
15. Confederation of Progressive Trade Unions (DİSK)
16. Turkish Confederation of Employer Associations (TİSK)

Other (TRADE UNION/NGO/ASSOCIATION)

1. Turkish Industry and Business Association (TÜSİAD)
2. Turkish Hoteliers Federation (TÜROFED)
3. Turkish Tourism Investors' Association (TYD)
4. Professional Hotel Managers Association (POYD)
5. Training on Hotel Cleaning and Decoration Association (OTED)
6. Turkish Hotel, Restaurant, Social Facilities Workers' Trade Union (TOLEYİS)
7. Hotel, Restaurant and Entertainment Venue Workers' Trade Union (OLEYİS)

UNIVERSITIES AND SCHOOLS:

1. Ankara Çankaya İMKB Anatolian Tourism and Hotel Management Vocational High School
2. Ankara Yenimahalle Anatolian Tourism and Hotel Management Vocational High School
3. Bursa Anatolian Tourism and Hotel Management Vocational 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 Education Department of Commerce and Tourism
13. Başkent University Faculty of Economics and Administrative Sciences, Department of Tourism Management
14. Bilkent University Vocational School of Tourism and Hotel Management
15. Boğaziçi University Department of Tourism Management
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 Tatil Köyü
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 Konukevi
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 Otel
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. Vocational Qualification Authority Experts and Members of the Sector Committee

Şahap YILMAZ, Ministry of National Education	President
Agâh TURAL, Turkish Confederation of Employer Association	Acting President
Dr. Bülent ŞİMŞEK, Ministry of Labour and Social Security	Member
Ferda ÇAKMAKLIOĞLU, Ministry of Culture and Tourism	Member
Prof. Dr. Doğan TUNCER, Turkish Council of High Education	Member
Seçim AYDIN, Turkish Union of Chambers and Exchange Commodities	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 Workers' Trade Unions	Member
Firuzan SİLAHŞÖR, Vocational Qualification Authority	Member
H.Merve İLKKUTLU AYHAN, Vocational Qualification Authority	Sector Responsible
Sinan GERGİN, Department of Disabled People	Representative of Sector Committee

5. Vocational Qualification Authority Executive Board Members

Bayram AKBAŞ, Representative of Ministry of Labour and Social Security	President
Prof. Dr. Oğuz BORAT, Representative of the Ministry of National Education	Acting President
Ass. Prof. Dr. Ömer AÇIKGÖZ, Representative of Turkish Council of High Education	Member
Prof. Dr. Yücel ALTUNBAŞAK, Representative of Professional Organisations	Member
Dr. Osman YILDIZ, Representative of Confederation of Workers' Trade Union	Member
Celal KOLOĞLU, Representative of Turkish Confederation of Employer Associations	Member