



NATIONAL OCCUPATIONAL STANDARD

**SERVICE ATTENDANT
LEVEL 2**

REFERENCE CODE/10UMS0049-2

OFFICIAL JOURNAL DATE-ISSUE / 11/03/2010-27518 (Repeated)

Occupation	:	SERVICE ATTENDANT
Level	:	2¹
Reference Code	:	10UMS0049-2
Standard Developed by :		Republic of Turkey Ministry of Culture and Tourism, Union of Mediterranean Touristic Hotel Owners and Investors (AKTOB), Touristic Hotels & Investors Association (TUROB)
Standard Verified by :		VQA's Tourism Accommodation, Food and Beverage Services Sector Committee
Approval Date/Number of VQA Executive Board:		Decision dated 23.02.2010 and numbered 2010/11
Official Journal Date/Issue:		11/03/2010-27518 (Repeated)
Revision No	:	00

¹ Qualification level of occupation is set as level (8) in octal (2) level matrix.

TERMS, SYMBOLS AND ABBREVIATIONS

CHECK: Bill.

TOOL: An item used to perform or conclude a job.

BACKGROUND: Background office.

COASTER: Drink coaster.

DECANTATION: A process of pouring wine from wine bottle to decander and removal of sediment.

DISINFECTANT: Chemical agents that destroy harmful microorganisms and the other microorganisms which are not so resistant.

DOILY: An ornamental coaster and tray mat, typically made of paper.

MATERIAL: An item used to perform a specific job.

HYGIENE: Practices and cleaning measures to be protected from environment that can be harmful to health.

ISCO: International Standard Classification of Occupations.

OHS: Occupational Health and Safety.

PROCEDURE: Path.

DECANDER: A glass container which is used for decantation process of aged wine and for raki service.

PERSONAL PROTECTIVE EQUIPMENT (PPE): Any kind of tools, materials and devices that are designed to protect employees from risks which arise from their job and threat their health and security and, that are worn or carried by employees.

CLOCHE: Plate cover.

TONGS: A service appliance consisting of fork and spoon.

MENAGE: Food products (such as salt, spices, sauce, oil, etc.) included in order to flavour dish.

MISE EN PLACE: A preparation made before service begins.

MIFLON-MOLTON: Protective and thick sheet spread under table cloth.

MENU: A list of the dishes.

PORTER: A person who carries microorganism that may cause a disease without generating it in himself/herself (by becoming immune to it)

POT: A case from which hot drinks such as soup, tea, and coffee are served.

CHAFING DISH: A kind of heater.

RUNNER: A kind of table cloth.

SANITATION: Establishment and sustainability of hygiene and health conditions.

SERVANT(SERVICE STATION): Service station, a covered closet containing equipments and materials necessary for service.

SET-UP: All of the service appliances that guests use on the table.

SKIRT: Table skirt.

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1. INTRODUCTION

Service Attendant (Level 2) National Occupational Standard has been prepared by Republic of Turkey Ministry of Culture and Tourism, Union of Mediterranean Touristic Hotel Owners and Investors (AKTOB), Touristic Hotels & Investors Association (TUROB) 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.

Service Attendant (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 reviewed by VQA's Tourism Accommodation, Food and Beverage Services Sector Committee.

2. Introduction to the Occupation

2.1. Description of the Job

Service Attendant (Level 2) is someone who has knowledge and skills in ensuring the cleaning and order of service areas and service instruments before and after service; carrying hall and place settings between the hall, bar, kitchen and dish washing area during service at accommodations, entertainment and food & beverage operations in accordance with the policies and procedures of operation.

2.2. Occupational Reference in the International Classification System

ISCO 08: 5131 (Waiters)

2.3. Regulations on Health, Safety and Environment

Social Insurance Law No. 506

Public Health Law No. 1593

Trade Union Law No. 2821

Collective Bargaining Agreement, Strike and Lockout Law No. 2822

Environmental Law No. 2872

Labor Law No. 4857

Law On The Production, Consumption And Inspection Of Food No. 5179

Social Security and General Health Insurance Law No. 5510

Communique on Hazard Classes for Occupational Health and Safety No. 27417

Regulation on Occupational Health and Safety Boards

Regulation on the Inspection and Control of Food Safety and Quality

Noise Regulation

PPE Regulation

*** In addition, it is essential to comply with laws, statutes and regulations on occupational health and safety and environment in force and to conduct risk analysis regarding this issue.**

2.4. Other Legislation Related to Occupation

Vocational Training Law No. 3308

Regulation on Overtime and Extra Hours Pursuant To Labor Law

Regulation on Vocational and Technical Training

***In addition, it is essential to comply with laws, statutes and regulations on occupation in force.**

2.5. Work Environment and Conditions

Service Attendant (Level 2) works at private and public areas (restaurant, breakfast hall, terrace, room service, banquet hall, lobby, pool, night club, disco, bars), restaurants, ships, trains and yachts in which food and beverage are served. He/she wears work uniform while working. He/she needs to work standing up for long hours. This occupation requires strength and endurance. He/she may work, work shift and overtime during official holiday.

2.6. Other Occupation Related Requirements

Those who work at this occupation should not be porter.

3. OCCUPATIONAL PROFILE

3.1. Duties, Tasks and Performance Criteria

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
A	To carry out occupational health and safety (OHS) activities	A.1	To attend trainings and drills	A.1.1	Attends trainings of operation and other institutions in the field of OHS.
				A.1.2	Applies what he/she learns from trainings to work.
				A.1.3	Updates his/her knowledge and skills about OHS.
				A.1.4	Participates in works on determination and reduction of risk factors.
				A.1.5	Takes charge in natural disasters such as fire, flood, earthquake etc. in accordance with the procedure of operation.
		A.2	To follow legal and operation rules	A.2.1	Keeps OHS protection and responder vehicles available and functional.
				A.2.2	Wears proper work clothes and PPE and uses warning signs in line with the instructions.
				A.2.3	Preserves inflammable, caustic materials and sharp objects safely.
				A.2.4	Determines hazardous situations, takes measures against them and report his/her chief.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
B	To work in accordance with environmental protection legislation	B.1	To learn environmental protection methods	B.1.1	Attends trainings of workplace and the other institutions in the field of OHS.
				B.1.2	Implements what he/she learns from the trainings at work.
				B.1.3	Updates his/her knowledge and skills about OHS.
		B.2	To attend environmental risk reduction works	B.2.1	Participates in works on determination and reduction of risk factors.
				B.2.2	Uses natural resources efficiently and economically.
				B.2.3	Separates dangerous and hazardous wastes according to their types and stores them in garbage rooms.
				B.2.4	Observes his/her practices' environmental effects while working, reports them and attends prevention of hazardous results.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
C	To make working organization	C.1	To do personal preparation	C.1.1	Follows personal care and hygiene rules.
				C.1.2	Does not use jewellery (except for watch and wedding ring).
				C.1.3	Wears uniform determined by the operation.
				C.1.4	Wears a Title tag and operation logo, if available, on his/her uniform.
		C.2	To follow work flow between shifts	C.2.1	Receive information about the remaining work of the previous shift from his/her chief, views information boards and takes over duties under his/her responsibility.
				C.2.2	Performs duties that he/she takes over and restocks his/her responsibility area.
				C.2.3	Transfers duties under his/her responsibility area to the next shift.
		C.3	To attend daily meetings before and after service	C.3.1	Be present at meeting time.
				C.3.2	Learns all information (daily working hours, weekly holidays, with whom he/she works) about working system.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To perform pre-service (Preliminary) procedures (continues)	D.1	To clean service foregrounds and backgrounds.	D.1.1	Removes dust from working areas.
				D.1.2	Cleans service station with proper cleaning agent.
				D.1.3	Cleans glasses and mirrors in the hall.
				D.1.4	Cleans and organizes service backgrounds.
		D.2	To clean equipment and hardware	D.2.1	Provides necessary materials for the cleaning of equipment and hardware.
				D.2.2	Cleans tools and equipment (serving trays, glass, porcelain, metal place settings, ice buckets, ashtrays, vending machines, candlesticks) with proper disinfectants
				D.2.3	Reports malfunctions and breakdowns that he/she determines while cleaning to his/her chief.
		D.3	To make restaurant materials ready to serve	D.3.1	Helps providing materials that his/her chief determines and requests with a form.
				D.3.2	Cleans the materials provided.
				D.3.3	Fills salt and pepper shakers, oil and venegar cruets, pepper mills and the other sauce bowls.
				D.3.4	Places service appliances (cutleries plates, cups, glasses) in service stations.
				D.3.5	Backs up fabric materials that will be used in service in service stations.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To perform pre-service (Preliminary) procedures (continues)	D.4	To make preparations for buffet	D.4.1	Carries buffet tables or helps them to be carried to the hall that buffet will take place, if necessary.
				D.4.2	Spreads buffet table clothes and attaches table skirt.
				D.4.3	Decorates buffet in accordance with the operation's standards.
				D.4.4	Places tools that will be used in buffet in accordance with his/her chief's instructions.
				D.4.5	Helps buffet to be ready during service, restocks tools.
		D.5	To change dirty fabric materials	D.5.1	Cleans crumbs from dirty table clothes.
				D.5.2	Separates dirty table clothes and napkins according to their fabric types and colors and folds them.
				D.5.3	Helps his/her chief to count dirty table clothes and napkins and to be taken to laundry.
				D.5.4	Brings clean table clothes and napkins to the restaurant.
		D.6	Helps dressing up tables and chairs* *(At banquets) (Continues)	D.6.1	Aligns tables and chairs with each other in line with the prepared plan.
				D.6.2	Provides fabric materials.
				D.6.3	Places protective covers on the tables.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
D	To perform pre-service (Preliminary) procedures (continues)	D.6	To help dressing up tables and chairs* *(At banquets)	D.6.4	Spreads table clothes and covers in accordance with the procedure of operation.
				D.6.5	Dresses up chairs.
				D.6.6	Prepares table skirts according to table sizes, neatens table skirt pleats.
				D.6.7	Folds napkins in accordance with the hygiene rules and in compliance with their types.
		D.7	To help table setting to be prepared	D.7.1	Places service plates or guest napkins on the tables in accordance with the operation's standards.
				D.7.2	Helps cutleries to be placed on the tables according to menu.
				D.7.3	Helps bread baskets, butter knives, water glasses, salt and pepper shakers, vases and candlesticks to be placed on the tables.
		D.8	To help serving carts to be ready for service	D.8.1	Cleans serving cart.
				D.8.2	Spreads covers on the shelves if necessary.
				D.8.3	Places tools.
				D.8.4	Activates heaters and coolers on the carts shortly before service.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To help procedures during service (Continues)	E.1	To deal with order	E.1.1	Submits copies of checks that he/she takes from his/her chief to kitchen, service bar and cashier.
				E.1.2	Places food and beverages which are prepared in the kitchen and service bar in service trays without heat loss and brings his/her chief to serve.
				E.1.3	Follows up the other orders of the table (from kitchen and bar) in line with his/her chief's instructions and brings his/her chief.
				E.1.4	Takes bill from the cashier and brings to his/her chief in line with his/her chief's instructions.
		E.2	To serve water	E.2.1	Serves water from the right side of the guest.
				E.2.2	During water service with a pitcher, carries a napkin on his/her left hand and wipes drops from the top of the pitcher.
				E.2.3	While serving water with a bottle, opens plastic bottle's cap before guest's eyes.
				E.2.4	Fills water without touching glass and by leaving a gap for sip.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To help procedures during service (Continues)	E.3	To serve bread	E.3.1	Serves bread in bread basket or the other alternative plates (silver and porcelain plates).
				E.3.2	Serves bread without drying and serves toasted bread without cooling; serves them from the left side and with flat or reverse tongs.
				E.3.3	Puts tongs properly in the basket or the other alternative plates (silver and porcelain plates) after service and steps back without disturbing the guest.
		E.4	To prepare beverages to be served	E.4.1	Spreads clean cover or placemat on trays in accordance with the operation's standards.
				E.4.2	Puts hot milk pot, cream and sugar bowl with the beverage upon the guest's request.
				E.4.3	Picks up suitable glass in accordance with the guest's beverage order.
				E.4.4	Provides ice, water, mineral water, lemon, salt, sugar and pepper in accordance with the guest's request.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To help procedures during service (Continues)	E.5	To change ashtrays	E.5.1	Checks whether ashtrays are dirty or not.
				E.5.2	Covers the dirty ashtray with the clean one and steps back by taking both of them.
				E.5.3	Puts dirty ashtray to tray and places clean ashtray on the table.
		E.6	To carry dirty service instruments to dish washing area	E.6.1	Places dirty instruments that his/her chief leaves on service station to serving tray or cart by cleaning them.
				E.6.2	Places instruments to tray according to their types and sizes.
				E.6.3	Carries tray to dish washing area in compliance with OHS rules.
				E.6.4	Carries dirty service instruments which are collected in the background to dish washing area in compliance with OHS rules and the procedure of operation.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
E	To help procedures during service	E.7	To deal with accidents that occur during service	E.7.1	Intervenes in the accident in a most properly way according to accident's severity and without harming guests and himself/herself; informs his/her chief about the accident.
				E.7.2	Helps his/her chief to make scene of the accident safe and take necessary OHS measures.
				E.7.3	Helps to solve problems arose from the accident.
				E.7.4	Determines the amount and type of the broken materials and informs his/her chief.
				E.7.5	In the event that there is a need for repair, he/she informs his/her chief verbally.
		E.8	To inform about malfunctions that he/she encounters during work flow	E.8.1	Informs his/her chief about suspicious packages, items and suspects.
				E.8.2	Informs his/her chief about emergency (fire, drunkenness, fight, noise etc.)
				E.8.3	Informs his/her chief about injuries and deaths.
				E.8.4	Informs his/her chief about guests' demands and complaints.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To help end of day/shift procedures (Continues)	F.1	To prepare the hall for the nex day/shift	F.1.1	Clears the air in the restaurant by opening windows and airconditioners after service at night or before service in the morning.
				F.1.2	Collects dirty instruments from the tables, service tables and service stations and take them to dish washing area.
				F.1.3	Takes dirty fabric materials to dish washing area or the place where dirty fabrics are gathered in accordance with the procedure of operation.
				F.1.4	Takes clean glasses and place service instruments to service storages.
				F.1.5	Ensures that chairs and tables are placed.
				F.1.6	Prepares the hall for breakfast, if necessary.
				F.1.7	Checks lights and plugs before leaving the room and turns off the lights.
		F.2	To clean equipment and supplies	F.2.1	Provides necessary cleaning agents for the cleaning of tools and equipment.
				F.2.2	Determines the place where tools and equipment are cleaned.
				F.2.3	Cleans tools and equipment with proper cleaning agents.
				F.2.4	Empties salt and pepper shakers, cleans them in accordance with hygiene and sanitation rules and polishes them.
				F.2.5	Puts tools and equipment to service storage or cupboards.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
F	To help end of day/shift procedures	F.3	To accept guests' gift in accordance with the procedure of operation	F.3.1	Requests his/her chief to prepare gift register for guests' gifts.
				F.3.2	Shows gift register to relevant persons (exit, security) before leaving the operation.
		F.4	To implement procedures related to lost and found items	F.4.1	Delivers found items to his/her chief by giving information about their type, colour, the date they are found and by whom they are found.
				F.4.2	Signs "Found Item Form" that his/her chief prepares.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
G	To help periodic procedures to be performed	G.1	To help housekeeping department during periodical cleaning* *(At accommodations)	G.1.1	Helps housekeeping department for periodical cleaning and maintenance programs in the service areas.
				G.1.2	Helps housekeeping department for the overall renovation and repair works.
		G.2	To attend operations for determination and prevention of insects	G.2.1	Responds insects in accordance with his/her chief's instructions and the procedure of operation.
				G.2.2	Helps to take necessary measures to deodorize the working areas (if pesticides are applied)
				G.2.3	Informs his/her chiefs about insects.
				G.2.4	For applying pesticides to the all operation, helps his/her working areas to be prepared in line with his/her chief's instructions.
		G.3	To help inventory counting	G.3.1	Carries tools, equipment and materials which are in use and to be counted to service storage or back office.
				G.3.2	Helps his/her chief for the inventory of the all tools, equipment and materials.
		G.4	To organize service storages	G.4.1	Places materials to the storage according to their types and in accordance with OHS rules.
				G.4.2	Clears the air in the storages and cleans them.
				G.4.3	Ensures that materials in the storages are in a good condition and they are complete.

Duties		Tasks		Performance Criteria	
Code	Title	Code	Title	Code	Description
H	To perform activities related to professional development	H.1	To follow publications related to his/her occupation	H.1.1	Follows any kind of publication, innovation and technological development related to his occupation
				H.1.2	Follows publications within the operation.
				H.1.3	Applies what he/she learns to his/her work.
		H.2	To participate in courses and seminars	H.2.1	Participates in the trainings.
				H.2.3	Participates in courses and seminars that the operation requires and recommends.
				H.2.4	Participates in the activities (meetings, visits, observations, fairs) that enhance his/her personal development.
				H.2.5	Applies what he/she learns to his/her work.

3.2. Tools, Appliances and Equipment Used

- 1. Carts (Dirty laundry cart, Appetizer cart, chair cart, types of service carts, Skirt cart)**
- 2. Cruets**
- 3. Coasters**
- 4. Glass baskets**
- 5. Glass types**
- 6. Glass coolers**
- 7. Ice buckets**
- 8. Coffee pots**
- 9. Forks, knives, spoons**
- 10. Flower types**
- 11. Soup bowl mat**
- 12. Garbages**
- 13. Garbage bags**
- 14. Bread baskets**
- 15. Electric crumbers**
- 16. Cup types**
- 17. Title tags**
- 18. Paper towels**
- 19. Pens**
- 20. Decanter types**
- 21. Matches**
- 22. Fabric materials (Dinner napkin types, Tea (Discard) clothes, Miflon-Multon, Uniforms, Washrags)**
- 23. Ashtrays**
- 24. Toothpicks**
- 25. Machines (ice machine, tea - coffee machine, toaster, juice dispenser)**
- 26. Tables and their appliances (table cart, table skirt, table dustpan, table brush, table clips, table number, table cover, table top flags)**
- 27. Tong types**
- 28. Menage**
- 29. Menu cards**
- 30. Candle types**
- 31. Notebooks**
- 32. Napkin types,**
- 33. Pot types**
- 34. Chafing dishes**
- 35. Chairs**
- 36. Servants**
- 37. Vinegar-oil cruets**
- 38. Sauce bowls**
- 39. Pithcers**

- 40. Cream pitchers**
- 41. Candlesticks**
- 42. Wine stand**
- 43. Wine buckets**
- 44. Wine baskets**
- 45. Sugar bowls**
- 46. Plate types and supplies (Plate heater, Plate cover (Cloche))**
- 47. Cutlery baskets**
- 48. Pepper mill**
- 49. Tray types**
- 50. Vases**

3.3. Knowledge and Skills

- 1. Tools and equipment knowledge**
- 2. Handcraft**
- 3. Knowledge of different cultures**
- 4. General tourism knowledge**
- 5. Visual skills**
- 6. Strong sense of smell and taste**
- 7. Memory skills**
- 8. Hygiene and sanitation knowledge**
- 9. Communication skills**
- 10. OHS knowledge**
- 11. Knowledge of the procedures of the operation**
- 12. Professional terminology knowledge**
- 13. Overcoming the stress skills**
- 14. Foreign language knowledge (Beginner level)**
- 15. Knowledge of neighbourhood and the operation**

3.4. Attitudes and Behaviors

- 1. To be sensitive to environmental protection**
- 2. To be careful**
- 3. To be honest and trustworthy**
- 4. To be able to work in a team**
- 5. To be energetic**
- 6. To be cheerful**
- 7. To be tolerant**
- 8. To have working discipline**
- 9. To give importance to quality**
- 10. To be planned and organized**
- 11. To be practical**
- 12. To be patient**

13. To be calm

14. To use time effectively

4. TESTING, ASSESSMENT AND CERTIFICATION

Assessment to be made for certification according to national qualifications based on occupational standards for Service Attendant (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 Developing Occupational Standard

1. Occupational Standards Team of the Organization Developing Occupational Standard

Nursin NAMLI,	Head of Non-formal Education Department, Ministry of Culture and Tourism
Figen KUNT,	Instructor, Ministry of Culture and Tourism
İsa YAYLA,	Assistant Expert, Ministry of Culture and Tourism
Sibel AKÇAĞLAYAN,	Trainer, Ministry of Culture and Tourism
Elif Özkan YERCI,	Trainer, Ministry of Culture and Tourism
Murat ÖZEN,	Trainer, Ministry of Culture and Tourism
Abdullah DURMUŞ,	Training Coordinator, Union of Mediterranean Touristic Hotel Owners and Investors
İsmail TAŞDEMİR,	Office Manager, Touristic Hotels & Investors Association

2. Technical Work Team Members

Selim ÇİL,	Bar Manager, Sheraton Hotel- ANKARA
Murat KOÇAK,	Service Attendant, Metropolitan Hotel- ANKARA
Hasan SABUNCU,	Food & Beverage Operation Manager, Hilton Hotel- İSTANBUL
Necdet AYÇİÇEK,	Service Manager, Belek Kaya Select Hotel-ANTALYA
Bülent KOZANOĞLU,	Food & Beverage Operation Manager, Belek Kaya Select Hotel ANTALYA

3. Individuals, Institutions and Organizations for Which Opinions Asked

INSTITUTIONS/ORGANIZATIONS

- 1. Confederation of Progressive Trade Unions**
- 2. Confederation of Turkish Real Trade Unions**
- 3. Small and Medium Enterprises Development Organization**
- 4. Republic of Turkey Ministry of Labor and Social Security**
- 5. Republic of Turkey Ministry of Culture and Tourism**

6. **Republic of Turkey Ministry of National Education (General Directorate of Apprenticeship and Non-Formal Education)**
7. **Republic of Turkey Ministry of National Education (Department of Projects Coordination Group)**
8. **Republic of Turkey Ministry of National Education (General Directorate of Trade and Tourism Education)**
9. **Republic of Turkey the Council of Higher Education**
10. **Turkish Statistical Institute**
11. **Confederation of Turkish Tradesmen and Craftsmen**
12. **Turkish Employment Agency**
13. **Confederation of Turkish Trade Unions**
14. **Turkish Confederation of Employer Associations**
15. **The Union of Chambers and Commodity Exchanges of Turkey**
16. **Association of Turkish Travel Agencies**

OTHER (TRADE UNION/NGO/ASSOCIATION)

1. **Professional Hotel Managers Association**
2. **Turkish Industry and Business Association**
3. **Turkish Cooks and Waiters Platform**
4. **Turkish Bartenders Association**
5. **Turkish Gastronomy Managers Association**
6. **Turkey Hotel Owners Federation**
7. **Turkey's Hotel Restaurant and Entertainment Workers Trade Union**
8. **Turkey's Hotel Restaurant and Entertainment Workers Trade Union**
9. **Turkish Tourism Investors Association**

UNIVERSITIES AND SCHOOLS:

1. **Ankara Çankaya İMKB Hotel Management and Tourism Vocational High School**
2. **Ankara Yenimahalle Hotel Management and Tourism Vocational High School**
3. **Akdeniz University Vocational School of Tourism and Hotel Management**
4. **Balıkesir University Vocational School of Tourism and Hotel Management**
5. **Başkent University Faculty of Economic and Administrative Sciences Tourism Management Department**
6. **Bilkent University Vocational School of Tourism and Hotel Management**
7. **Boğaziçi University Tourism Management Department**
8. **Bursa Hotel Management and Tourism Vocational High School**
9. **Ege University Çeşme Vocational School of Tourism and Hotel Management**
10. **Erciyes University Vocational School of Tourism and Hotel Management**
11. **Eskişehir Anadolu University Vocational School of Tourism and Hotel Management**
12. **Gazi University Faculty of Trade and Tourism Education**
13. **Marmara University Vocational School of Social Sciences**
14. **Mersin University Vocational School of Tourism and Hotel Management**

15. Muğla University Vocational School of Tourism and Hotel Management

16. Namık Kemal University Vocational School of Marmara Ereğlisi

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 Pırlıl 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 Camp
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 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. VQA's Sector Committee Members and Experts

Şahap YILMAZ,

Agâh TURAL,

President (Ministry of National Education)

Vice President (Turkish Confederation of Employer Associations)

Dr. Bülent ŞİMŞEK,

Ferda ÇAKMAKLIOĞLU,

Prof. Dr. Doğan TUNCER,

Seçim AYDIN,

Member (Ministry of Labor and Social Security)

Member (Ministry of Culture and Tourism)

Member (The Council of Higher Education)

Member (The Union of Chambers and Commodity Exchanges of Turkey)

Murat ÇAKIR,

Craftsmen)

Ali RENDAN,

Tevfik GÜNEŞ,

Mustafa PAÇAL,

Firuzan SİLAHŞÖR,

Member (Confederation of Turkish Tradesmen and

Member (Association of Turkish Travel Agencies)

Member (Confederation of Progressive Trade Unions)

Member (Confederation of Turkish Real Trade Unions)

Member (Vocational Qualifications Agency)

H.Merve İLKKUTLU AYHAN,

Sinan GERGİN,

Sector Manager (Vocational Qualifications Agency)

Representative of Sector Committee (Department of Administration of the Disabled)

5. VQA's Board Members

Bayram AKBAŞ,

Prof. Dr. Oğuz BORAT,

Asst. Prof. Dr. Ömer AÇIKGÖZ,
Education)

Prof. Dr. Yücel ALTUNBAŞAK,

Dr. Osman YILDIZ,

Celal KOLOĞLU,

President (Representative of Ministry of Labor and Social Security)

Vice President (Representative of Ministry of National Education)

Member (Representative of the Council of Higher

Member (Representative of Professional Organizations)

Member (Representative of Confederation of Turkish Trade Unions)

Member (Representative of Turkish Confederation of Employer Associations)

