



SÖNMEZ HOLDİNG

TOTAL QUALITY MANAGEMENT POLICY

We will not have any subjective savings to our guests, except for the equality and good humanity against our employers, our solution partners, our employees, our employers, the values that our state provides

We will believe that we will always do better with our understanding of Total Quality Management following innovative and international standards. With this belief, we will provide better service by continuously improving and improving ourselves. The way to progress is through education. Our mission is to provide theoretical and practical training activities to our subordinates and to gain successful people who love their jobs and ready to take responsibility.

The respect, trust and understanding we have for each other is the skeleton of our team spirit; the peaceful working environment that we will create together is our body of team spirit, the open, healthy and ethical communication channels will ensure the continuity of our team spirit.

Our marketing policy starts within the facility and reaches global world conditions from here. In addition to domestic and international advertisements and promotions, we believe in the influence and power of promotional activities within our facilities. The most accurate address we will share with our guests is our own facility by researching, developing and successful results.

Tourism legislation, international regulations, agreements, and even incentives will shed light on us. But under any circumstances, we will never forget that the fact is that guest requests and needs can be changed. Depending on location, season, profile and situation; without compromising the basic standards, to find solutions the guest requests are the industry's the golden key.

The outstanding service mentality that we will show against our guests will make us a big worshipful and exorable family that grows every day with their loyal guests.

We work with all our strengths to manage our services in an integrated manner with Sustainability and Food Hygiene Systems, Environmental and Occupational Health and Safety Management to become a model organization with our leadership

We are serving to all our disadvantaged guests with clued-up personal and on equal terms to everyone mentality; not only in their rooms but also in all our service areas to provide comfort in their homes.


Ergan DURAN
General Manger

