



OUR INTEGRATED QUALITY MANAGEMENT SYSTEM POLICY

As part of our operations in the hospitality industry – including gastronomy, recreation, sports, and entertainment – we are committed to fulfilling all national and international legal requirements relevant to the sector.

We actively follow technological developments in line with evolving industry conditions and provide the necessary resources and training to ensure the continuous improvement of our management systems.

We handle each individual case of dissatisfaction with care and aim to turn it into satisfaction.

We anticipate the expectations and needs of our guests in advance in order to ensure the highest possible level of guest satisfaction.

All suggestions, requests, and complaints from our guests are evaluated and communicated transparently to all employees. Based on this feedback, we continuously improve our processes to build long-term guest loyalty.

From procurement and production to food presentation, we identify, assess, and control potential hazards related to food safety throughout the entire supply chain.

We are committed to identifying hazards in all our activities that may lead to occupational accidents or illnesses, managing the associated risks, and creating a safe and healthy environment for our employees, guests, and suppliers.

Gökhan HASTÜRK

Genel Müdür

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