This is to certify that

GUL KURTOGLU
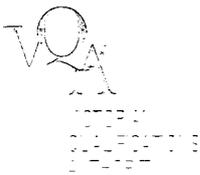
has fulfilled the requirements for the:

CERTIFICATE III IN HOSPITALITY (OPERATIONS) THH33002
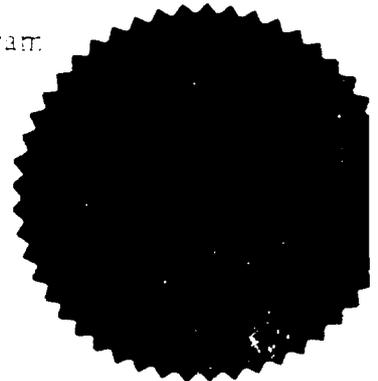
Signed by
Julian Carle
Operations Manager

11 December 2...
Date of Completion

This qualification has been gained through
a Victorian Government funded training program
completed under an approved traineeship.

The qualification is recognised within
the Australian Qualification Framework.

Your Quality Training Partner

This is a statement that

Gul Kurtoglu

has been assessed as having fulfilled the following requirements in completion of the:

Certificate III in Hospitality (Operations)
THH33002

STATEMENT OF RESULTS

BSBCMN302A	Organise personal work priorities and development	C
PRMCC07A	Perform basic stain removal	C
PRMCL17B	Clean a wet area	C
PRMCMN202A	Provide effective client service	C
THHBFB08B	Provide room service	C
THHBH01B	Provide housekeeping services to guests	C
THHBH03B	Prepare rooms for guests	C
THHBH05B	Launder linen and guest clothes	C
THHBTHS16B	Provide lost and found facility	C
THHCOR01B	Work with colleagues and customers	C
THHCOR02B	Work in a socially diverse environment	C
THHCOR03B	Follow health, safety and security procedures	C
THHGCS02B	Promote products and services to customers	C
THHGCS03B	Deal with conflict situations	C
THHGGA01B	Communicate on the telephone	C
THHGHS01B	Follow workplace hygiene procedures	C
THHGHS02B	Clean premises and equipment	C
THHGTR01B	Coach others in job skills	C
THHHCO01B	Develop and update hospitality industry knowledge	C
THTSOP02A	Source and provide destination information and advice	C

Julian Carle

Operations Manager

Date: 11/12/2007

SOR No: 02752

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VICTORIAN
QUALIFICATIONS
AUTHORITY