

*This is to certify that*

# GUL KURTOGLU

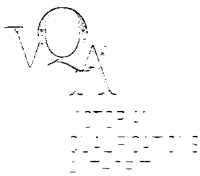
*has fulfilled the requirements for the:*

***CERTIFICATE III IN HOSPITALITY  
(OPERATIONS)  
THH33002***



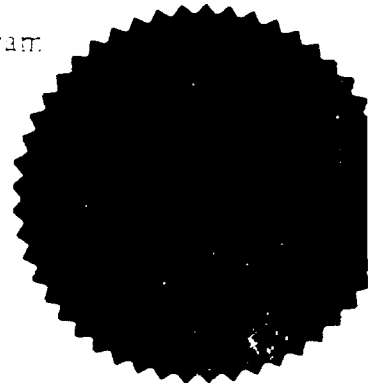
Signed by  
**Julian Carle**  
Operations Manager

11 December 2007  
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.



*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**

BSBCM302A	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
THHCO01B	Develop and update hospitality industry knowledge	C
THTSOP02A	Source and provide destination information and advice	C

  
pe Julian Carle

**Operations Manager**

**Date:** 11/12/2007

SOR No: 02752

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VICTORIAN  
QUALIFICATIONS  
AUTHORITY

National Workplace Training  
Level 1, 18 Business Park Drive Notting Hill VIC 3168  
Training Organisation ID: 3749

