

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE



TÜRK STANDARDLARI ENSTİTÜSÜ
bu belge ile

SAFİR TERMAL TURİZM İNŞ. ÖZEL EĞİTİM GIDA SAN. VE
TİC. A.Ş. (RİZOM OTEL)
GÖKSU MAH. 101 SK. NO:2/B KUMLUCA
ANTALYA / TÜRKİYE

kuruluşunun TS ISO 10002:2018 şartlarına uygun bir MÜŞTERİ
MEMNUNİYETİ YÖNETİM SİSTEMİ'ne sahip olduğunu onaylar.

Belge kapsamı Ek'te verilmiştir

Bu belge belgelendirme şartlarına
uygunluk sağlandığı surece geçektir.

Bu belge, Türk Standardları Enstitüsü'nün kuruluşu hakkındaki 132 sayılı kanun uyarınca verilmiştir.
This certificate is issued in accordance with the Law No. 132 establishing Turkish Standards Institution.

TURKISH STANDARDS INSTITUTION
hereby certifies that the organization

SAFİR TERMAL TURİZM İNŞ. ÖZEL EĞİTİM GIDA SAN. VE
TİC. A.Ş. (RİZOM OTEL)
GÖKSU MAH. 101 SK. NO:2/B KUMLUCA
ANTALYA / TÜRKİYE

has a CUSTOMER SATISFACTION MANAGEMENT
SYSTEM which fulfills the requirements of the TS ISO
10002:2018

Scope of the certificate is given in annex



TÜRK STANDARDLARI ENSTİTÜSÜ
TURKISH STANDARDS INSTITUTION

Konya Belgelendirme Müdürü
Konya Certification Manager

İzzet Şen

Belge No / Certificate No

MY-KNY-19/22

Belge Tarihi / Date of Certificate

31.08.2022

Geçerlilik Tarihi / Valid Until

30.08.2025

Revizyon Tarihi / Date of Revision

31.08.2022

İlk Belge Tarihi / Initial Certification Date

30.08.2022

This certificate is valid provided that compliance
with the certification requirement is maintained.

TSE

MÜŞTERİ MEMNUNİYETİ YÖNETİM SİSTEMİ BELGESİ
CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE
EK / ANNEX



Belge No / Certificate No: **MY-KNY-19/22**

Belgeli Kuruluş Adı, Adresi:

Name and Address of the Certified Organization:

Belge Tarihi / Date of Certificate: **31.08.2022**

SAHR TERMAL TURİZM İNŞ. ÖZEL EĞİTİM GIDA SAN. VE
TİC. A.Ş.(RİZOM OTEL)
GÖKSU MAH. 101 SK. NO.2/B KUMLUCA
ANTALYA / TÜRKİYE

Belge Kapsamı:

TS ISO 10002:2018

OTELCİLİK HİZMETLERİ SUNUMU
OTEL, RESTORAN, BAR VE EĞLENCE HİZMETLERİ SUNUMU

M - C
TSE - ISO
10002

Scope of the Certificate:

TS ISO 10002:2018

HOTEL MANAGEMENT SERVICES
HOTEL, RESTAURANT, CAFE AND ENTERTAINMENT
SERVICES



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

TSE has issued an IQNet recognized certificate that the organization:

SAFİR TERMAL TURİZM İNŞ. ÖZEL EĞİTİM GIDA SAN. VE TİC. A.Ş
(RİZOM OTEL)

GÖKSU MAH. 101 SK. NO:2/B KUMLUCA
 ANTALYA / TÜRKİYE

has implemented and maintains a
 CUSTOMER SATISFACTION MANAGEMENT SYSTEM
 which fulfills the requirements of the following standard:

TS ISO 10002:2018

Issued on: 31-08-2022
 Expires on: 30-08-2025

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as
 a stand-alone document

Registration Number : TR-MY-KNY-19/22



Alex Stoichitoiu
 President of IQNet

İzzet Şen
 Konya Certification Manager

IQNet Partners:*

AENOR Spain **AFNOR Certification** France **APCER** Portugal **CISQ** Italy **CQC** China **CQM** China **CQS** Czech Republic
Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela
ICONTEC Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifiointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan
KFQ Korea **LSQA** Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE - SIGE** México **PCBC** Poland
Quality Austria Austria **SII** Israel **SIQ** Slovenia **SIRIM QAS International** Malaysia **SQS** Switzerland **SRAC** Romania **TSE** Türkiye **YUQS** Serbia



IQNet

THE INTERNATIONAL CERTIFICATION NETWORK

Annex to IQNET Certificate Number :TR-MY-KNY-19/22

Name and Address of the certified organization

SAFİR TERMAL TURİZM İNŞ. ÖZEL EĞİTİM GIDA SAN. VE TİC. A.Ş
(RİZOM OTEL)

GÖKSU MAH. 101 SK. NO:2/B KUMLUCA ANTALYA / TÜRKİYE

Scope of the Certificate

HOTEL MANAGEMENT SERVICES
HOTEL, RESTAURANT, CAFE AND ENTERTAINMENT SERVICES

This annex is only valid in connection with the above-mentioned certificate



TURKISH STANDARDS INSTITUTION

