



# CERTIFICATE

Odak Belgelendirme confirms that

AKTAY OTEL İŞLETMELERİ ANONİM ŞİRKETİ  
ELA EXCELLENCE RESORT OTEL

Belek Mahallesi İskele Caddesi No:4/A Serik/ANTALYA

## ISO 10002:2018

This certificate is granted to the organization mentioned above to certify that a 'Customer Satisfaction Management System' in accordance with standard's clauses is established and being implemented

Hotel Services Presentation

*Hacıyül ÖZLAK*  
APPROVAL

Certificate No

AK.M.928

Date of Extending

17.08.2024

Date of Granting

18.08.2023

Date of Renewing

17.08.2026

The circulation period of the certificate is 3 years. The validity of the certificate is related with the successful result of the surveillance audit done (Once a year at least). The validity of the certificate can be confirmed from the [www.odakbelge.com](http://www.odakbelge.com)  
F.52 / 06.03.2017 / Rev.01

Odak Sistem ve Personel Belgelendirme Gözetim Denetim ve Eğitim Hizmetleri Limited Şirketi

Pancarlı Mah. Ayıntaplı Mehmet Bey Cad. No:22 Şehitkamil / GAZİANTEP  
Tel: (0342) 322 03 33 Fax: (0342) 321 44 77 e-mail: info@odakbelge.com www.odakbelge.com

