



1969-2013

## Servet BASOL Müzesi





1969-2013

# Servet BASOL Müzesi

**HOLIDAY AIRLINES**  
*Ground Operations Manual*

Chapter 0.0  
Page 01  
Date 27/10/1995

## Foreword

The Ground Operations Manual is the binding authority for all information and procedures in the field of passenger and aircraft handling.

It is the duty of all persons engaged with passenger and aircraft handling of HOLIDAY AIRLINES flights to make themselves familiar with the relevant instructions contained in this manual.

Exemptions to the regulations published in Ground Operations Manual may be authorized by *ISTDGHW*. (Ground Ops Dep)

**HOLIDAY AIRLINES**

Chapter 0.0

*Ground Operations Manual*

Page 02

Date 21/11/1995

## 24 HOURS - FLIGHT OPERATIONS CONTROL CENTRE - 24 HOURS

|           |                   |
|-----------|-------------------|
| SITA      | ISTOWHW           |
| Telephone | +90.212. 663 6851 |
|           | +90.212. 663 6853 |
| Fax       | +90.212. 663 6877 |

### ATTENTION :

THIS DEPARTMENT TO BE NOTIFIED IMMEDIATELY IN CASE OF EMERGENCY

Dispatch Office : Fehmi TOLGAY  
Flight Operations Control Center Manager  
Atatürk Havalimanı , B Block No 127  
ISTANBUL - TÜRKİYE

## IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Head Office : HOLIDAY AIRLINES  
Besyol, Inonu Cad. Karadeniz Sok. No. 23  
34635 SEFAKOY - ISTANBUL  
TÜRKİYE

SITA : *ISTDZHW*  
Telephone : +90.212. 592 9415 - 8 Lines  
Fax : +90.212. 592 9427

Ground Operations : Mr.Servet BASOL  
Ground Operations Manager

SITA : *ISTDGHW*  
Telephone : + 90. 212. 540 8461  
Fax : + 90. 212. 592 9425

### OTHER DEPARTMENTS:

|                                   | SITA    | TELEPHONE         | Fax      |
|-----------------------------------|---------|-------------------|----------|
| Accounting                        | ISTDAHW | +90.212. 540 8460 | 592 9425 |
| Crew Scheduling                   | ISTOEHW | +90.212. 592 9431 | 592 9428 |
| Schedule Planning, Traffic Rights | ISTSPHW | +90.212. 592 9427 | 592 9427 |
| Lost & Found                      | ISTLZHW | +90.212. 663 6859 | 663 6871 |



1969-2013

# Servet BASOL Müzesi

**HOLIDAY AIRLINES** Chapter 0.0  
Page 03  
Ground Operations Manual Date 30/11/1995

## HOLIDAY STATIONS AND OFFICES

| GROUND OPS DEP                  | SITA    | OFF TEL           | Fax      |
|---------------------------------|---------|-------------------|----------|
| Mr.Servet BASOL Grnd.Ops.Mngr.  | ISTDGHW | +90.212. 540 8461 | 592 9425 |
| Mr.Mehmet ACIKYILDIZ Catrng&D/F | ISTH2HW | 212. 592 9416/129 | 592 9425 |
| Mr.Nuri CONKER Logistics        | ISTOLHW | 212. 592 9417/129 | 592 9425 |

| ATATURK AIRPORT STATION         | SITA    | TEL AIRPORT              | Fax           |
|---------------------------------|---------|--------------------------|---------------|
| <b>YES A/P SWITCHBOARD</b>      | +90.212 | <b>663 6400 Ext 1549</b> | <b>- 1550</b> |
| Mrs.Lale GURSOY, Stn.Mngr       | ISTKZHW | +90.212. 663 6859        | 663 6871      |
| Mr.Serafettin ZELYURT, Vice Mgr | ISTKZHW | +90.212. 663 6855        | 663 6871      |
| Mr.Celal SEZER CGO              | ISTKFHW | +90.212. 663 6855        | 663 6871      |
| Ms.Zuleyha DENIZ L & F          | ISTLZHW | +90.212. 663 6859        | 663 6871      |

| ANTALYA TOWN OFFICE        | SITA    | TEL CITY          | Fax      |
|----------------------------|---------|-------------------|----------|
| Mrs.Zuhal OZCAYLAN Mngr    | AYTTOHW | +90.242. 322 5030 | 322 4891 |
| Mr.Ali DEMIRALAY, Stn.Mngr | AYTTOHW | +90.242. 322 9474 | 322 4891 |

| ANTALYA AIRPORT STATION    | SITA    | TEL AIRPORT              | Fax      |
|----------------------------|---------|--------------------------|----------|
| <b>AYT A/P SWITCHBOARD</b> | +90.242 | <b>330 3030 Ext 2665</b> |          |
| Mr.Ali DEMIRALAY, Stn.Mngr | AYTKZHW | +90.242. 330 3496        | 330 3389 |
| Mr.Reha GURAY Operations   | AYTKZHW | +90.242. 330 3496        | 330 3389 |
| Mr. ONDER OZGUN Cargo      | AYTKFHW | +90.242. 330 3496        | 330 3389 |
| Mr.AZIZ KARAHAN L & F      | AYTLLHW | +90.242. 330 3496        | 330 3389 |

| ANKARA TOWN OFFICE      | SITA | TEL CITY          | Fax      |
|-------------------------|------|-------------------|----------|
| Mr.Iskender KANYAR Mngr | N/A  | +90.312. 417 2015 | 417 0280 |

| ESENBOGA A/P STATION        | SITA    | TEL AIRPORT              | Fax      |
|-----------------------------|---------|--------------------------|----------|
| <b>ESB A/P SWITCHBOARD</b>  | +90.312 | <b>398 0000 Ext 1890</b> |          |
| Mr.Iskender KANYAR Stn.Mngr | N/A     | +90.312. 398 0820        | 398 0821 |
| Mr.Lutfu ERTUNÇ Operations  | N/A     | +90.312. 398 0820        | 398 0821 |
| Mss.Handan MUSAOGLU Traffic | N/A     | +90.312. 398 0820        | 398 0821 |

| IZMIR TOWN OFFICE         | SITA | TEL CITY          | Fax      |
|---------------------------|------|-------------------|----------|
| Mr.Arnağan BARIN Stn.Mngr | N/A  | +90.232. 445 6890 | 445 6887 |

| GAZIANTEP TOWN OFFICE       | SITA | TEL CITY          | Fax      |
|-----------------------------|------|-------------------|----------|
| Mr.Huseyin SARIDAĞ Stn.Mngr | N/A  | +90.342. 234 4939 | 234 4927 |

| ADANA TOWN OFFICE           | SITA | TEL CITY          | Fax      |
|-----------------------------|------|-------------------|----------|
| Mr.Hikmet YILDIRIM Stn.Mngr | N/A  | +90.322. 458 5548 | 457 9060 |

| DUSELDORF OFFICES           | SITA    | TEL AIRPORT       | Fax      |
|-----------------------------|---------|-------------------|----------|
| Mr.Ata YESILTAC Europe Mngr | DUSTOHW | +49.211. 421 7121 | 421 7123 |
| Mr.Vehbi ELMACI Stn.Mngr    | DUSAPHW | +49.211. 421 7121 | 421 7123 |

**HOLIDAY AIRLINES** Chapter 2.7  
Page Hndlg Page 3 of 3  
Ground Operations Manual Date 27/10/1995

( Handling Irregularity Report Sample )

**HOLIDAY AIRLINES** HANDLING IRREGULARITY REPORT  
(HIR) No : \_\_\_\_ / 199 \_\_\_\_ by station

| Fit Nbr | Date | Distribution (By OG) |
|---------|------|----------------------|
| A/C     | TC-  | PAX O/B              |
| STA     | ATA  | ROUTING              |
| STD     | ATD  | DELAY                |

To be issued for all irregularities / delays 1- exceeding 120 min. or more,  
2- causing expenses and / or  
3- incidents affecting flightsafety

| Meals, Coffee | LR | BF | LN | CC | HD | CD | BUS Ref. | Invoice From | Incoming inv. No | Amount |
|---------------|----|----|----|----|----|----|----------|--------------|------------------|--------|
| No. Of PAX    |    |    |    |    |    |    |          |              |                  |        |

| ONTO TRANSPORT BY | Nbr. Of PAX |
|-------------------|-------------|
| Flight            |             |
| Train             |             |
| Bus               |             |
| Taxi              |             |
| HOTAC             |             |

LR-Light Refreshment BF-Breakfast LN-Lunch HD-Hot Dinner CC-Coffee CD-Cold Dinner

HL.D-021

**REMARKS :** (Please Also Mention Reason)

- Description of incident
- Action taken
- Special Remarks
- Names and Addresses etc.

Enclosure

Prepared By : Name and Signature

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1969-2013

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|                                 |                 |
|---------------------------------|-----------------|
| <b>HOLIDAY AIRLINES</b>         | Chapter 2.12.5  |
| <b>Ground Operations Manual</b> | CIS Page 2 of 2 |
|                                 | Date 27-Oct-95  |

**CABIN INFORMATION SHEET (Sample)**

| Boarding Station | Flight Nbr. | Date | Route | A/C Reg. | Type Of A/C | Original 1st Copy | Station Purser | White Yellow |
|------------------|-------------|------|-------|----------|-------------|-------------------|----------------|--------------|
|                  |             |      |       |          |             | 2nd Copy          | Captain        | Red          |
|                  |             |      |       |          |             | 3rd Copy          | Trip File      | Blue         |

|                  |                 |                           |
|------------------|-----------------|---------------------------|
| Passengers Total | Total Meals O/B | Smokers Fm Row ..... Inc. |
|------------------|-----------------|---------------------------|

**Special Information List**

|    | Name | Seat No | Handling Code | Dest. |
|----|------|---------|---------------|-------|
| 1  |      |         |               |       |
| 2  |      |         |               |       |
| 3  |      |         |               |       |
| 4  |      |         |               |       |
| 5  |      |         |               |       |
| 6  |      |         |               |       |
| 7  |      |         |               |       |
| 8  |      |         |               |       |
| 9  |      |         |               |       |
| 10 |      |         |               |       |

**Special Food Codes**  
 DBML Diabetic Meal  
 KSML Kosher Meal  
 NSML No-Salt added Meal  
 SPML Special Meal Not Covered by any code  
 VGML Vegetarian Meal

**Other Abbreviations**  
 WCHR R for Ramp Pax needs WCHR to/from A/C. Can use steps and make own way to seat.  
 WCHS S for steps Pax needs WCHS to A/C and must be carried up/down stairs.  
 WCHC C for Cabin Pax immobile, must be carried to/from cabin seat.  
 STCR Stretcher Pax  
 PETC Animal in Cabin  
 DEPO Deportee  
 UM Unaccompanied Minor  
 VIP Very important Pax  
 CIP Commercial wise Important Pax

Info to Captain : AVI, EAT, PER, HUM, SPECIAL ITEMS, Etc.

|                     |  |
|---------------------|--|
| AVI : Live Animals  |  |
| EAT : Foodstuffs    |  |
| PER : Perishables   |  |
| HUM : Human Remains |  |

**Delays :**

1- Passenger were informed of following reasons,

- Weather at Departure Station
- Weather at Destination
- Awaiting Connections
- Late Arrival Incoming Aircraft
- Consolidation With Flight \_\_\_\_\_
- Technical ( Details \_\_\_\_\_
- Airport Authorities ( Details \_\_\_\_\_
- Airport Facilities ( Details \_\_\_\_\_
- Other ( Specify \_\_\_\_\_

2- Following Service Is Given to Passengers on ground:

- Refreshment
- Breakfast
- Lunch
- Dinner
- Hotel Accommodation
- Sight Seeing Tour
- None

HLD-022

Completed By; Station Officer; Received By CDC;

|                                 |                |
|---------------------------------|----------------|
| <b>HOLIDAY AIRLINES</b>         | Chapter 7      |
| <b>Ground Operations Manual</b> | AQR            |
|                                 | Date 25-Oct-95 |

7 Aircraft data Quick Reference

7.1 Seat Configuration and Seating Plan

A-300

**HOLIDAY AIRLINES A 300 SEATING PLAN**

HLD \_\_\_\_\_ REG \_\_\_\_\_ DATE \_\_\_\_\_

Ⓜ Able Passenger UM Unaccompanied Minor \* Infant

|   |    |   |                |   |
|---|----|---|----------------|---|
| A C   | 1  | D E F   | 1              | J K L   |
| A *B C  | 2  | D E F   | 2              | J *K L  |
| A B C   | 3  | D E F   | 3              | J K L   |
| A *B C  | 4  | D E F   | 4              | J *K L  |
| A B C   | 5  | D E F   | 5              | J K L   |
| A *B C  | 6  | D E F   | 6              | J *K L  |
| EMERGENCY EXIT                                |    | 7 D <sub>g</sub> E <sub>g</sub> F <sub>g</sub>  | EMERGENCY EXIT |   |
| A <sub>g</sub> B <sub>g</sub> C <sub>g</sub>  | 8  | D E F   | 8              | J <sub>g</sub> K <sub>g</sub> L <sub>g</sub>  |
| A *B C  | 9  | D E F   | 9              | J *K L  |
| A B C   | 10 | D E F   | 10             | J K L   |
| A *B C  | 11 | D E F   | 11             | J *K L  |
| A B C   | 12 | D E F   | 12             | J K L   |
| A *B C  | 13 | D E F   | 13             | J *K L  |
| A B C   | 14 | D E F   | 14             | J K L   |
| A *B C  | 15 | D E F   | 15             | J *K L  |
| A B C   | 16 | D E F   | 16             | J K L   |
| A *B C  | 17 | D E F   | 17             | J *K L  |
| A B C   | 18 | D E F   | 18             | J K L   |
| A *B C  | 19 | D E F   | 19             | J *K L  |
| A B C   | 20 | D E F   | 20             | J K L   |
| A *B C  | 21 | D E F   | 21             | J *K L  |
| A B C   | 22 | D E F   | 22             | J K L   |
| A *B C  | 23 | D E F   | 23             | J *K L  |
| A B C   | 24 | D E F   | 24             | J K L   |
| A *B C  | 25 | D E F   | 25             | J *K L  |
| A B C   | 26 | D E F   | 26             | J K L   |
| A *B C  | 27 | D E F   | 27             | J *K L  |
| A B C   | 28 | D E F   | 28             | J K L   |
| A *B C  | 29 | D E F   | 29             | J *K L  |
| A B C   | 30 | D E F   | 30             | J K L   |
| EMERGENCY EXIT                                |    | 31 D <sub>g</sub> E <sub>g</sub> F <sub>g</sub> | EMERGENCY EXIT |   |
| A <sub>g</sub> *B <sub>g</sub> C <sub>g</sub> | 32 | D E F   | 32             | J <sub>g</sub> *K <sub>g</sub> L <sub>g</sub> |
| A *B C  | 33 | D E F   | 33             | J *K L  |
| A B C   | 34 | D E F   | 34             | J K L   |
| A *B C  | 35 | D E F   | 35             | J *K L  |
| A B C   | 36 | D E F   | 36             | J K L   |
| A *C M  | 37 | D E F   | 37             | M *J L  |
| A *C O  | 38 | D E F   | 38             | O *J L  |
| A *C K  | 39 | D E F   | 39             | K *J L  |
| A *C I  | 40 | D E F   | 40             | I *J L  |
| A *C N  | 41 | D E F   | 41             | N *J L  |
| A *C O  | 42 | D E F   | 42             | O *J L  |

28/10/2005 HLD-022



1969-2013

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**HOLIDAT AIRLINES** Chapter 7.1  
*Ground Operations Manual* AQR  
 Date 25-Oct-95

**HOLIDAT AIRLINES** Chapter 7.1  
*Ground Operations Manual* AQR  
 Date 25-Oct-95

7.1 Seat Configuration and Seating Plan (Cont'd)

B 727-200

**HOLIDAT AIRLINES B 727 SEATING PLAN**

HLD \_\_\_\_\_ REG \_\_\_\_\_ DATE \_\_\_\_\_  
 @ Able Passenger UM ) Unaccompanied Minor \* Infant  
 ● Blocked Seats

|                |                 |                |    |   |
|----------------|-----------------|----------------|----|---|
| A              | *B              | C              | 1  |   |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 2  |   |
| A              | *B              | C              | 3  |   |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 4  | D <sub>1</sub> *E <sub>1</sub> F              |
| A              | *B              | C              | 5  | D *E F  |
| A              | *B              | C              | 6  | D *E F  |
| A              | *B              | C              | 7  | D *E F  |
| A              | *B              | C              | 8  | D *E F  |
| A              | *B              | C              | 9  | D *E F  |
| A              | *B              | C              | 10 | D *E F  |
| A              | *B              | C              | 11 | D *E F  |
| A              | *B              | C              | 12 | D *E F  |
| A              | *B              | C              | 13 | D *E F  |
| A              | *B              | C              | 14 | D *E F  |
| A              | *B              | C              | 15 | D *E F  |
| A              | *B              | C              | 16 | D *E F  |
| A              | *B              | C              | 17 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 18 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 19 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 20 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 21 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 22 | D *E F  |
| A              | *B              | C              | 23 | D *E F  |
| A              | *B              | C              | 24 | D *E F  |
| A              | *B              | C              | 25 | D *E F  |
| A              | *B              | C              | 26 | D *E F  |
| A              | *B              | C              | 27 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 28 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 29 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 30 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 31 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 32 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 33 | D *E F  |

25/10/1995 HLD-056 sb

7.1 Seat Configuration and Seating Plan (Cont'd)

TU-54

**HOLIDAT AIRLINES TU 54 SEATING PLAN**

HLD \_\_\_\_\_ REG \_\_\_\_\_ DATE \_\_\_\_\_  
 @ Able Passenger UM ) Unaccompanied Minor \* Infant  
 ● Mother/Child Bassinet ● Blocked Seats

|                |                 |                |    |   |
|----------------|-----------------|----------------|----|---|
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 1  | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 2  | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 3  | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 4  | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 5  | D *E F  |
| A              | *B              | C              | 6  | D *E F  |
| A              | *B              | C              | 7  | D *E F  |
| A              | *B              | C              | 8  | D *E F  |
| A              | *B              | C              | 9  | D *E F  |
| A              | *B              | C              | 10 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 11 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| EMERGENCY EXIT |                 |                |    | EMERGENCY EXIT                                |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 12 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 13 | D *E F  |
| A              | *B              | C              | 14 | D *E F  |
| A              | *B              | C              | 15 | D *E F  |
| A              | *B              | C              | 16 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 17 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 18 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 19 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A              | *B              | C              | 20 | D *E F  |
| A              | *B              | C              | 21 | D *E F  |
| A              | *B              | C              | 22 | D *E F  |
| A              | *B              | C              | 23 | D *E F  |
| A              | *B              | C              | 24 | D *E F  |
| A              | *B              | C              | 25 | D *E F  |
| A              | *B              | C              | 26 | D *E F  |
| A              | *B              | C              | 27 | D *E F  |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 28 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |
| A <sub>1</sub> | *B <sub>1</sub> | C <sub>1</sub> | 29 | D <sub>1</sub> *E <sub>1</sub> F <sub>1</sub> |

26/10/1995 HLD-057 sb



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Nostaljik Transit Kartı,



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