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ECONOMY AND MANAGEMENT
STUDIES MEETING
CONFERENCE PROCEEDINGS

IBMC '17 / II. International Business Management Conference
TOURAVEL '17 / IV. International Tourism, Travel and Leisure Conference

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CONTENTS

INDIVIDUALS AND INTERACTIONS IN AGILE SOFTWARE DEVELOPMENT	5
<i>AREF ALHEYASI</i>	<i>5</i>
<i>AHMET BARISCIL</i>	<i>5</i>
<i>ABDULKERIM YAVUZASLAN</i>	<i>5</i>
SHOULD FIRMS ENGAGE IN POLITICAL PRACTICES? THE PROS AND CONS OF ACTING POLITICALLY	11
<i>RIFAT KAMASAK</i>	<i>11</i>
CULTURAL AND INSTITUTIONAL BARRIERS FOR WESTERN EDUCATED ENTREPRENEURS IN MOROCCO	17
<i>JALILA EL JADIDI, NADER ASGARY, JOE WEISS.....</i>	<i>17</i>
RESONANT LEADERSHIP: IMPLICATIONS FOR ORGANIZATIONAL CULTURE AND VALUES	18
<i>LOUIS HICKMAN, MESUT AKDERE</i>	<i>18</i>
THE CONTENT ANALYSIS OF BANK WEBSITES FROM THE PERSPECTIVE OF EFFECTIVENESS.....	27
<i>SELİME SEZGİN, PETEK TOSUN</i>	<i>27</i>
INTERNALIZATION OF OCCUPATIONAL SAFETY APPLICATIONS AND ITS CONTRIBUTION ON PRODUCTION QUALITY IN PRODUCTION SECTOR	38
<i>HALDUN TURAN</i>	<i>38</i>
EFFECTS OF GLOBAL CRISIS ON CONSUMER DECISION MAKING STYLES IN MARKETING MANAGEMENT.....	41
<i>HALDUN TURAN</i>	<i>41</i>
TALENT DEVELOPMENT: IMPLICATIONS FOR TRAINING & DEVELOPMENT	46
<i>RENU DALAL, MESUT AKDERE.....</i>	<i>46</i>
TURKEY AS A TOURIST DESTINATION IN THE ISRAELI GEOGRAPHICAL IMAGINATION 2000-2014	57
<i>IRIT SHMUEL.....</i>	<i>57</i>
DO AUTHENTIC HEAD AND TEAM PSYCHOLOGICAL CAPITAL KILLS THE DEVIL WITHIN EMPLOYEES IN THE HOSPITALITY INDUSTRY?: THEORITICAL PERSPECTIVES	58
<i>HUDA MEGEIRHI</i>	<i>58</i>
EXPLORING THE RELATIONSHIP AMONG QUALITY OF SERVICE AND ENGAGEMENT ON CUSTOMERS' LOYALTY IN HOTELS.....	65
<i>HANY HOSNY SAYED ABDELHAMIED.....</i>	<i>65</i>
GASTRONOMY, FROMTHE POINT OF VIEW OF KITCHEN STAFF –BEFORE, TODAY AND FUTURE: A QUALITATIVE STUDY	78
<i>NESLIHAN ONUR, ÜMIT SORMAZ, ESAT ÖZATA, GÜRKAN AKDAĞ.....</i>	<i>78</i>
ANTECEDENTS OF ECOTOURISM: A CONCEPTUAL FRAMEWORK.....	90
<i>FEROZ AHMED, MOHAMMED QUADDUS, TEKLE SHANKA.....</i>	<i>90</i>
IMPORTANCE OF PLANNING AND THE ROLE OF PLANNERS TO IMPROVE THE URBAN CONTEXTS: A CASE OF LAHORE, PAKISTAN	91
<i>FARIHA TARIQ, AREESHA GUL AND MINAHIL NAWAZ</i>	<i>91</i>

GASTRONOMY, FROM THE POINT OF VIEW OF KITCHEN STAFF –BEFORE, TODAY AND FUTURE: A QUALITATIVE STUDY

NESLIHAN ONUR, ÜMIT SORMAZ, ESAT ÖZATA, GÜRKAN AKDAĞ

Abstract

Gastronomy and Culinary Arts is a discipline that focuses on food science, food preparation, nutrition, cooking methods and also requires an esthetic knowledge and abilities. Catering, food preparation, cooking and types of eating, as a fundamental requirement and necessity of life, have changed during the historical process and have brought a different dimension. Gastronomy, which covers all of the food&beverage activities as an indispensable element of tourism, draws the attention of a person who is particularly interested in testing different foods and experiencing different cultures. The cooks who have shown consistent improvement in the field of gastronomy, have also changed entirely the structure of the sector. What lies behind this change and development, as the fundamentals of this sector, is the equipment, recipe, presentation, quality of the staff and customer expectation. Differentiation of equipments along with the technological developments, emergence of different presentations or recipes which may fulfill various demands of national or international cuisines and recruiting personnel who are open for improvements in terms of quality and quantity have initiated the period of emergence, development and alteration of gastronomy and culinary arts. The purpose of this study is to define how the application in fields of gastronomy and culinary arts were carried out in the past, carried out today and how they will be carried out in the future. For this study, a qualitative research technique was chosen in which the meanings of the experiences of the planned researchers can be systematically examined. Today, gastronomy alone is assumed to be an element of appeal whereas in the past, it was perceived as a side-product in the sector. The differentiation in the sector compels us to offer cultural experiences in food&beverage, healthy and organic nutrition, the idea of concept menu and restaurants.

Keywords: Gastronomy, Culinary Art, Cookery, Kitchen staff

1. Introduction

In all societies, the sign of societal entity is individual's health and productivity. The major condition for being healthy and productive is nutrition which is one of the needs of life and major necessity for human being from the first human to present day. The process of supply this necessity is began gathering and hunting to passing to industrial society after domesticating various plant and animal species, starting agricultural activities. Humanity's provide food, preparing, cooking and eating methods constantly changed in this historic period.

The interaction of people with food, meal and gastronomy has historically begun with a period of discover fire and the development of cooking methods, in which people usually eat to survive without knowing what it does and what it is. Later on, it became a social content with development of eating meal fact and sharing cooked meals. With transition to settled life, animal and plant species have become domesticated, agricultural movements have begun and kitchens have become enriched. This diversity cause differentiation in other words, has led to the formation of social classes and strata within the same society. Due to the development of the industry, hiding food on suitable conditions and relocation them to distant places necessitated cultural exchange and change. Food industry and ecological developments effects on food production and consumption (Fernandez-Armesto 2002).

Gastronomy was first used as a term in the literature by French author Joseph Berchoux in 1801 with *Gastronomie ou L'Homme des Champs a Table* (Gastronomy or Human From Farm to Table) and then in 1835 the French Academy formalized it by taking the term "gastronomy" (Gürsoy 2014, Göker 2011). The term "gastro" and law from the Greek word "Nomos" refers to the food, eating habits, and food preparation and cooking techniques belonging to the country or region (Kivela and Crofts 2005). Gastronomy host culture and food concepts. Thanks to the curiosity of studying the relationship between these concepts, a new meaning has been gained as a science and art branch (Çavuşoğlu 2011). It has emerged as a discipline with socio-cultural values related to food and drink in its basic. Gastronomy food science and the art of cooking, and the growing interest and importance in them, ultimately take hold of the flavor creativity and nutritional pleasure. Nowadays, it has become an art that makes people interested and curious about food and enjoying food by overcoming the aim of selecting, combining, preparing, processing and serving food for consumption (Santich 2004). It is not just a discipline that comes out of service, pleasure and curiosity. At the same time, the well-

organized, pleasant and tasty kitchen, which is suitable for gastronomic health, also describes the food order and system (Onur and Onur 2016). Gastronomy is described as "taste-taking science" but as a field and sector, by people who have today's growing food, meal production, cooking principles and tools, knowledge, skills, and desires and expectations of the recipients that become a subject of interest.

Gastronomy, although initially out of necessity; it has become a lifestyle in the course of time, and today it has become a scientific branch. Along with this, it has not only been accepted as an art but it has gained a different dimension creating the currents with the importance of quantity, taste and appearance of your food. The area of gastronomy and cuisine arts, which has been featured from past to present and which has been experienced and developed, requires qualified staff to meet food and beverage expectations. The successes of this service area, the knowledge of the kitchen staffs, skills as well as intuition and opinions are have great importance. This is because the gastronomic elements based on cultural values, which have important duties such as introducing cuisine in other words and transferring them to future generations. The changing status of cooks and chefs from local to professional and the many technological developments in the food and beverage sector reveal the necessity of personnel to get better education in line with sectorial requirements and to be better. Beginning from the chef who is serving in the kitchen, the skills, perception and outlook of the area directly affect the success, as well as the features and qualities of the kitchen workers such as department chiefs, cooks, cook assistants, dishwashers etc. The kitchen staff should be the follower of the field of food, considering the contents, construction techniques, presentation, equipment issues and customer expectations for self-improvement.

In this study, the opinions of the staff working in the kitchen on the field of gastronomy were examined on the basis of time change. The findings of the research on the kitchen staff focused on concepts, sources and results of the development of gastronomy in historical process in the study. The purpose of this work is to determine the past, present and future situation of applications for the field of gastronomy and cuisine arts. For this purpose, 5 different opinions of the staff asked who are working in the kitchen section of X Hotels were asked about prescriptions, presentation of foods, equipment used, employment of the personnel and expectation of the customers, and these answers sought;

1. How was the practice in the area 20 years ago?
2. How is practice performing now?
3. What will be happen in the area 20 years later?

2. Method

Research Pattern

Qualitative research technique is used in this study. This is because qualitative research is a preferred technique for conducting in-depth research on the subject, since the meanings of the experiences of people who are planning or planned to be searched can be systematically examined (Ekiz 2003). Qualitative research techniques are preferred because of its natural orientation sensitivity, the researcher has participatory role, has a holistic approach, is able to reveal perceptions, has flexibility in research design, and has an inductive analysis (Yıldırım and Şimşek 2000).

Universe and Sample

Purposive sampling method was used in the research. Purposive sampling methods are literally emerged within the qualitative research process. Purposive sampling allows to study for in-depth study of situations that are thought to have rich knowledge (Yıldırım and Şimşek 2000). In all qualitative data collection studies, at least 15 sample sizes were recommended (Mason 2002) and interviews were conducted with kitchen staff with a total of 30 interviews and at least 20 years experience in the sector. The interviewees were selected among the people who are working in the kitchen section of 4 hotels selected from at least 4 star hotels in Manavgat-Side-Kızıl Ağaç-Belek regions. There are 2 reasons for choosing these individuals and region. The first is that the potential of the region is high in terms of tourism services and sectoral activities and the second is that the personnel working in the selected regions have long duties in the work places and dominate the dynamics of the tourism sector. Especially it is important to reflect the applications and opinions of old and new generation personnel in terms of years of work in the sector. For this reason, two basic criteria were determined by the researcher in the selection of the sample. These criteria are:

1. Personnel have been take part in meal preparing, cooking, preparing to presentation,
2. Cooperation with other departments where the personnel does not work.

Data Collection and Analysis

In this study, semi-structured interview technique was used as data collection method. In order to find answers to the questions used in the research, in-depth individual interviews were held with the staff working in the Kitchen Department of 4 hotels in total. Negotiations were recorded with a voice recorder and then the data were analyzed descriptively. In this stage, coding, categorization, naming of these categories and properties related to categorization are defined. The past, present and future perspectives of the staff on the field of gastronomy and culinary arts were asked, and the applications and suggestions related to the field were revealed. Negotiations were actualized between 01.02.2017 and 01.03.2017, taking into account the intensity in the summer tourism sector and accordingly the availability of personnel in terms of time.

3. Findings

When the demographic characteristics of the kitchen staff who are participating in survey are examined in Table 1, 28 of the participating personnel were male and 2 were female and their duties and positions were distributed as Executive Chef, Sous Chef and Demi Chef, and all had vocational training and mastery certificates in their fields. It has been determined that age distributions are between 36 and 59 years old and the service periods are distributed as a minimum of 20 years and a maximum of 44 years. The educational status of the participants differs between primary school graduates and college graduates.

Table 1. Participant Information

Participant Code	Gender	Vocational Document Status	Age	Educational Status	Year of Service	Position
K1	M	Yes-Mastership Certificate	58	Primary School	42	Executive Chef
K2	M	Yes-Mastership Certificate	59	Primary School	44	Executive Chef
K3	M	Yes-Mastership Certificate	47	High School	29	Executive Chef
K4	M	Yes-Mastership Certificate	43	High School	20	Executive Chef
K5	M	Yes-Mastership Certificate	45	High School	26	Sous Chef
K6	M	Yes-Mastership Certificate	46	High School	21	Sous Chef
K7	M	Yes-Mastership Certificate	48	Primary School	30	Sous Chef
K8	M	Yes-Mastership Certificate	50	Primary School	28	Sous Chef
K9	M	Yes-Mastership Certificate si	52	Primary School	31	Sous Chef
K10	M	Yes-Mastership Certificate	54	Primary School	38	Sous Chef
K11	F	Yes-Mastership Certificate	37	Vocational High School	20	Demi Chef
K12	F	Yes-Mastership Certificate	37	Vocational High School	20	Demi Chef
K13	M	Yes-Mastership Certificate	39	High School	24	Demi Chef
K14	M	Yes-Mastership Certificate i	42	High School	22	Demi Chef
K15	M	Yes-Mastership Certificate	42	Primary School	26	Demi Chef
K16	M	Yes-Mastership	36	High School	21	Demi Chef

Certificate						
K17	M	Yes-Mastership Certificate	36	High School	20	Demi Chef
K18	M	Yes-Mastership Certificate	37	Primary School	20	Demi Chef
K19	M	Yes-Mastership Certificate	38	High School	21	Demi Chef
K20	M	Yes-Mastership Certificate	39	Vocational High School	24	Demi Chef
K21	M	Yes-Mastership Certificate	41	College	26	Demi Chef
K22	M	Yes-Mastership Certificate	36	High School	21	Demi Chef
K23	M	Yes-Mastership Certificate	36	High School	20	Demi Chef
K24	M	Yes-Mastership Certificate	37	Vocational High School	20	Demi Chef
K25	M	Yes-Mastership Certificate	36	Vocational High School	20	Demi Chef
K26	M	Yes-Mastership Certificate	38	Vocational High School	22	Demi Chef
K27	M	Yes-Mastership Certificate	38	High School	21	Demi Chef
K28	M	Yes-Mastership Certificate	38	High School	23	Demi Chef
K29	M	Yes-Mastership Certificate	42	High School	25	Demi Chef
K30	E	Yes-Mastership Certificate	44	High School	20	Demi Chef

Within the scope of the research, interviews with the participants were directed to 5 main issues (**Prescriptions, presentations, equipment, staff recruitment, customer expectation**). These questions include processes that involve participants 20 years before, 20 years after and current in the field.

In this frame, the framework established for obtained data through the interviews. After the data are processed, the findings are defined and interpreted.

K1 represents the staff at the X1 Hotel Kitchen Department, K2 represents X2 Hotel the views of the staff working in the Kitchen Department.

The definitions, opinions and declarations of the individuals who participated in the research in terms of time are given to the main categories determined from the cuisine culture point of view are indicated below:

Table 2. Explanations on Main and Subcategories and Contents Obtained by Descriptive Content Analysis (Using Prescriptions)

Main Category	Sub Categories	Contents
Subject1. Using Prescriptions	20 years before	The prescriptions for local delicacies, the regional cuisine is predominantly the standard of the food variety, with a lot of regional dishes, a full or half board concept, a lot of hand made decisions, standardized recipes, appealing to European customers, red meat intensive.
	Now	It is an all-inclusive, partially standardized meals that appeal to European-based customers, as well as Slavic and Arabic customers, with red meat proportions of white meat and fish, updated and improved prescriptions.
	20 years after	The all-inclusive system which is correct, adequate and balanced nutrition oriented, suitable for personal nutrition diversity, all-inclusive system but not very effective in open buffet service, be more oriented towards personal à la carte system, ready food and diet foods increase, healthier prescriptions that are less used and parallel to this.

The first finding that has been made from research is the answers given to 20-year-old, current, and 20-year-nextpossible states of prescriptions. When the answers are broadly examined; 20 years ago, red meat is more appealing to European (Germany, France, Italy, Greece, Benelux etc.) Customers, more suitable for the concept of bed and breakfast, half or full board accommodation, It has been declared that the variety of meals that are preferred, but not standardized, are used.

These prescriptions are becoming more and more developable nowadays, the all-inclusive system is suitable, the customer diversity is addressed to Slavic and Arabic people, the white meat and water products are in proportion to red meat, In the future; It has been foreseen and indicated that prescriptions will become prescriptions that are adjusted to the nutrition-personal and dietary characteristics of the people, prepared more instantly, on-site and on demand, in accordance with the all-inclusive system, reduced fat and more healthy products.

In addition, the participant chef with the code K4 has the following response;

"The former customers were not open to newness that much, they would prefer the dishes they knew, we would fit it, we used to use red meat more because meat prices were affordable, we increased it a little while using tomato paste and oil to make the food tastier. As for the measurement, it was not the standard measure we learned but the decision of the hand and eye. At that time, the craftsmen were more skillful, so we figured out how much material to use for how many people. After a while, most things were already standardized and the client's expectation was more like this."

In addition, the participant chef with the code K1's answer;

"Now we are preparing prescriptions in the form of standard recipes. We do it in a wide variety but in fewer portions. Thus, we save and also the guest is satisfied with the eyes, in fact, despite the fact that most of the materials are the same, our guests are happy because there are more variety, Actually now the purpose is getting full more than appeal to the eye... I think that in the future people will be more conscious and will want to see healthier foods more suitable for themselves by considering their own health. For example they will stay away from the fries, they will prefer boil. Perhaps the different flavors will be extracted using different types of spices. The buffet will not be so effective, guest will want to cook the food they want and maybe they will want to see it. In fact, this is what it should be ... Because when it happen, the food will become more delicious and healthy, and those who will cook it will have to be more skillful. Quality will increase in any way. "

Table 3. Explanations on Main and Subcategories and Contents Obtained by Descriptive Content Analysis (Presentation Of Foods)

Main Category	Sub Categories	Contents
Subject 2. Presentation Of Foods	20 years before	Presentations that food portionings and presentations are made in bulk and made in front of the customer, mostly with bathtubs and scoops, services are not followed up technologically, is not suitable for mass feeding.
	Now	Presentations in which visual appeal is preliminary, foods that contain rare or near-full-range foods, décors are used for service, and molecular gastronomy components are used in some cases, and technological equipment is used partly.
	20 years after	Menu presentations where there is no open buffet service, interactive menus (instant food production) are used, outdoor food service is not common, ready-made foods and presentations are on the rise, customer requests are on the front, plate service is on the front, and molecular and fusion kitchens are reduced.

The second finding in the study is related to the presentation of foods. When findings examined, it was observed that the presentation of the food was 20 years ago, the food was prepared in bigger portions, the service and presentations were going from piece to piece and not using technologic developments, in the service bathtubs, service spoons and scoops, the plate service was widespread are used, and it is more suitable for mass feeding. This situation has made it clear that nowadays, it is becoming more and more popular to use technological equipments than in the past, where the visibility is more frontal, the variety of dishes belonging to the world cuisines is increased, the decorating and buffet decorations appealing to the audience, the use of molecular gastronomic items are partly included. In the future, participants will preliminarily predict that instantaneous production models that we call interactive will be developed, that there will be more presentations from open buffets and instantaneous production, more food will be given to them when they are made, customer preferences and quality will be more preliminary and in reverse proportion to the use of molecular gastronomy.

Participants K3, K6 and K11, whom we asked in this regard, expressed the following relevant views on this issue:

"In the past, the flavor of the meals was very important, we did not doubt the taste of our food when the customer said thank you. Tubs were the biggest helpers in the presentation of the dishes. Now it has more of buffet equipment in place, which is actually quite easy for us. In the past, the customer who prefers the taste now chooses the visual, this only force us in terms of time, and when the presentation is this way our business is actually getting easier. It is also a great convenience for us and our customers to move forward in technology. Now we aral kinds of equipments are producing for all kinds of presentations. "

In addition, participant K28 used the following statements:

"Today, the customer who attaches great importance to visual appeal, I think will instantly choose his food in the future and ask him to produce it immediately. The development of technology will make it easier. In addition, the increased diversity of the food industry and ready meals will help us its parallel. Open buffet will not have a place in the future, but if it is, it will not be as effective as it is today. "

Participants with the code K10, K12 and K21 stated that previously meat products were cooked as a whole and cut and cooked during meals, and now this work has already been done.

Table 4. Explanations on Main and Subcategories and Contents Obtained by Descriptive Content Analysis (Using Equipments)

Main Category	Sub Categories	Contents
Subject 3. Using Equipments	20 years before	Equipments that are technologically lagging behind, aviary, climate and large size pots, where more liquid or gas fuels are used instead of electricity, open fire is used, and dry cooking is used.
	Now	Equipment that is technologically suitable, suitable for small portions cooking, more electric and steam, intelligent equipment is used, the product range is diversified to help all stages of cooking and preparation.
	20 years after	Equipments suitable for induction, molecular and advanced baking techniques, including microwave-operated products with electricity, special functions for individual and preparatory use.

When the opinions of the participants regarding the past, present and future equipment in the kitchen culture and sector are examined, Technologically it is reported that equipment that is lagging behind today is that cooking is done in bigger equipment, cooking and heating are used more gas equipment, food is made in open fire cookers and ovens are mostly used as dry heat.

Nowadays, it is stated that these equipments are replaced by ovens which are more technologically, electrically, more intelligent, suitable for medium and small-sized portions, with more heat than dry heat, more steam-free ovens, more robust and diversified equipment. In the future, these equipments will be replaced from electricity to microwave technology, private and functional cooking will be done, will keep individual preferences in its mind, more reliable, healthier and more advanced cooking techniques will be available and induction technology will be used more in the future. It has been identified from participants' opinions.

Regarding the issue, the participant K2 stated following expressions:

"We were trying and using various methods for not to dry foods before, we were selecting the appropriate equipment and materials for it, and the equipment we used was now at least 3-4 times bigger the equipment. Person who uses these must be strong... The technology was not as good as it now; everything was directly depending on to the skill of the master. Sometimes we even prepare a meal to 1000-2000 people with 4 burner stove. The man who used it had to know its repairs, and if a soot was doing the pot, he'd set it up. The ancients were difficult but there was a positive effect on the development of the cook as the inadequacy of the equipment increased the interference effect of the people in difficult times. "

Participants K5, K7 and K8 used the following expressions:

"If the present convenience would be in the past, we would have done very good work with our customer portfolio and our ability, now the technology is completely benefited to manufacturers ... In addition, the equipment is stronger and we don't have much problem. It was also very useful to us that the product range increased with technology. "

K22 stating that the technological improvements are now faster and that the burden of the cookers will be reduced further, he supports the idea that the participants will be "*more technologically and equitable with all the demands of the day*".

Table 5. Explanations on Main and Subcategories and Contents Obtained by Descriptive Content Analysis (Staff Employment)

Main Category	Sub Categories	Contents
Subject 4. Staff Employment	20 years before	Employees who are trained from the core and have short interviews, based mostly on the fellow citizen-co-friend-relative or master-apprentice relation, with very little interviews.
	Now	Those who have completed high school, university or vocational courses in the department related to the field, who speak at least one foreign language, are welcomed in terms of external appearance and suitable for labor law.
	20 years after	Employees who have full knowledge of vocational qualification and vocational training, who will be subject to long interviews, who have documented vocational education, completed training in field related schools, have a long trial period, have knowledge and experience in many culinary cultures, knowledge of labor law and qualifications.

When the opinions of the participants on the fourth heading topic "Personnel employment" are examined, it is seen that 20 years ago, short interviews were the result of employment, the people who are employed are more important than the people who are working, the number of personnel is limited.

Today, this employment has been determined that the participants who have completed and documented theoretical and practical training related to the field, be suitable for their physical characteristics, at least one foreign language and selected according to the labor law. It is predicted that future personnel recruitment will be based on the completion of vocational training in which people who are known as vocational competence now carry out the work related to the field in accordance with their rules in a fully compliant manner and are equipped with different foreign languages and are expected to be subjected to long trial processes, and that the people who have completed the official trainings of the area will be on the front line.

The participant with the code K18 shared the following opinions:

"Before we once applied somewhere, we tried to learn the cook's home country, and if we were fellow citizen, it would be easier for us to get the job. Now, even if these do not get completely out of the picture, they are looking for familiarity, reference, as well as learning, foreign language and even physical status. If you do not speak a foreign language, it is hard to find a place in the industry or get promoted. You need to know at least 2 foreign languages in vacation regions. Because there are no staff trained from the nucleus like the old one, there is no need for the sector ... There is now a lot of personnel who have completed the tourism profession and have been educated in the college or university related to the field, have at least 2 foreign languages and have developed themselves. It does not end with that, at least you have to develop yourself a lot in the field. "

According to the conclusions of the participant K18 and all other participants, it is understood that those who have not developed themselves in the future at least in one field, who do not foreign languages, only good hand skills, and those who have not proven themselves even they have good references, can hardly find themselves in this sector.

Table 6. Explanations on Main and Subcategories and Contents Obtained by Descriptive Content Analysis (Expectation of Customer)

Main Category	Sub Categories	Contents
Subject 5. Expectation of Customer	20 years before	Having activities that involve customers' expectation that the service should be made more in sight, with a taste for quality, an expectation of quality and economics, a preference for places where the service is fresh and visuality is preferred, not found food rather than daily foods.
	Now	Having more varieties and affordable, quality, fresh and visually appealing food and beverages which include wholly or partly of the whole world cuisine.
	20 years after	Despite the fact that it does not change very much nowadays, it is demanded that better quality products, which include food and beverages, including health and nutritional values as well as personal needs, are desired to use healthier and fresher products.

When the opinions of the participants before, during and after the customer expectation of the research are examined, it has been determined that the customer's potential is to look for the taste of the food, look for the same quality and economy in the past, now look for different tastes and make the food service suitable for them.

Nowadays, the developments in the tourism sector, the expansion of the sector, the tendency of the consumers to prefer the economic direction, the preference of the world cuisines expect for the samples, customers are exist who prefer the places where they prefer visual and quality is indicated by participants' opinions. It is emphasized by the participants that in the future, customer expectancy will change according to past and today; customers will be offered healthier food and drinks according to their own structure, quality and food potential and higher economic potential.

4. Conclusions and Recommendations

While the perception to the field of gastronomy is regarded as a side service in the sector, it is now regarded as a separate charm element in its own right. The differentiation in the industry, forces food and beverage to offer cultural experiences with healthy and organic nutrition, conceptual menu and restaurant ideas.

The purpose of this study is to determine how past applications in the field of gastronomy and cuisine arts have been carried out today and how it will be in the future. For this study, a qualitative research technique is chosen which the meanings of the experiences of the planned researchers can be systematically examined.

Following results is reached as a result of this study:

- Prescriptions used in kitchens have not been fully standardized in the past, predominantly red meat dominated by locally based, all-inclusive, European-based customers, these prescriptions are now more standardized, red and white meat are equally used, Slavic and Arab-based customers are also addressed. In the future, it is predicted that these prescriptions will be adapted to the ultralux all-inclusive system, which is more suitable for more personal nutrition, carrying more of diet and health elements.
- 20 years ago the presentation of the food was, the food was prepared in bigger portions, the service and presentations were going from piece to piece, the service of the bathtub, the service spoons and the scoops were used, the service of the plate was widespread and the use of technological developments during service and presentation was low, It is done in accordance with. This situation is indicated that nowadays where the visuality is more frontal, the variety of dishes belonging to the world cuisines is increased, the decorating and buffet decorations are increasing, the use of molecular gastronomic items is at least partly included and the use of technological equipments. In the future, it will be possible to develop instantaneous production models that we will be interactive, to have more presentations from open buffets and instant production, to provide more ready food, to make customer wishes and quality more pre-planar; in reverse proportion to the use of molecular gastronomy will be decreased. It is seen that the results of our research, parallel and support the fact that the curiosity, interest and preference will be temporary which incident to molecular gastronomic techniques results obtained in the research done by Akoğlu et al. (2017) and that they will decrease their desire in the future.

- Participants have emphasized that nowadays guests are caring concept of visuality more, it can be said that this is directly proportional with This (2006) and Akoğlu et al.'s research results which is guests firstly care for visuality in menu decisions. In the future, it will be possible to develop instantaneous production models that we will be interactive, to have more presentations from open buffets and instant production, to provide more ready food, to make customer wishes and quality more pre-planar, in reverse proportion to the use of molecular gastronomy will be decreased.
- When the opinions expressed by participants belonging to yesterday, today and tomorrow of used equipment are examined; equipment is suitable for that day's technology, mostly working with gas and its derivatives, dry cooking and large portion preparation. Nowadays these equipments are change to more technologically, mostly electrically powered, use more steam technology, more robust and diversity. In the future, equipment is expected to become more suitable to cook and smart, with memory, special and functional that uses microwave technology more.
- In our research, when the opinions of the participants on staff employment are examined, In the past it has been preferred that the concept of interviewing in personnel recruitment is preferred, that people who are related to one another more often, or based on master-apprentice relation, are preferred in employment; the relevance of this relationship has diminished and foreign language has become a decisive feature in which documents showing more learning and professional skills are important nowadays. In the future, at the preference of the persons; It is thought that firstly vocational training and competence will be available, knowing a foreign language will probably not be enough, the trial and test processes will be longer and more important in terms of measuring the talents of the people.
- When examining the opinions of the participants before, during and after of the customer expectation; It has been stated that the customer type who is looking for taste, quality and economy in the past and different flavor at the same time has become the type of customer who is looking for economical and abundant kind and visuality is more interested. In the future it is expected that this diversity of customers will change and that customers will first be interested in the concept of health in the preference of gastronomic activities, as well as the economics and quality of the future. However, it is predicted that the quality will rise as well.

As a result of these thoughts and opinions at the end of our research, the following suggestions were made: Today's prescriptions need not be standardized at the moment, but should be standardized as prescriptions appropriate for future study and development. In this way, cultural values will be more appropriate to be transferred and introduced to the future.

In the presentation of food and beverages, if the quality of the past and today's visuals is thought, and the customer expectation in the future is thought to be simpler, more informative and more inclusive, the introduction of food presentations in accordance with the future, with trainings already being staffed, will help make transitions easier.

Since the interest in molecular gastronomy techniques is expected to decrease over time, it is necessary to increase the number of activities, promotions and trainings required to develop, promote and adapt these activities to customer expectations, should increase the number and variety of equipment according to these techniques.

In the future, it is thinking that the expectation of clients and their diversity will increase and accordingly the quality of staff employment will change. When it is considered that the competence of the staff will not be sufficient, it is important that having one foreign language will not be enough for the choice and employment, it is important to apply the activities which will be the source for the development of the second foreign language in public and private institutions. It is also necessary to develop training tours involving abroad and connected-living practices so as to keep up with staff personal development and customer needs.

In the light of all conclusions and suggestions; It is necessary for public administrations related to tourism to pay more attention to the development of personnel for the applications and developments of the globalized tourism target group and also to help these improvements in terms of investing in the future and not only considering the present day. Businesses and industry stakeholders, employees and trainers need to come together more, plan work for improvement and observe the standards in the field. As a result, new techniques, practices, training and equipment planning should be done in accordance with the future.

As a source of future studies, it is thought to be a good way to begin by examining the preferences of domestic and foreign customers, increasing the number of scientific studies to express their future thoughts, developing

the incentive for these works, and monitoring and transferring the studies in the countries terms of tourism developments.

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