

aattai

From: M.H.Kermani [mhk@eastexpress.ir]
Sent: Tuesday, November 24, 2015 8:04 PM
To: 'Zekeriya Kurucam'; info@aattai.org
Cc: 'Mojdeh Seyedzadeh Ahra'; 'Ugur Eroglu'; 'MohammadReza Khoshnevisan'
Subject: RE: Meeting 24/11/2015

Dear Mr Kurucam,

Thank you for hosting me with lunch,

It was very polite meeting and logic behavior , don't let yourself to talk more about this to your advantage, as far as I know Turkish culture know how to speak with different peoples and they are educated for business and commerce , it was appropriate respect to accept our invitation to come to association and show your interest to discuss with our board and solve the problem caused,

Obviously your staff are different than Chairman of national association <<and they can't say anything, it is better if do not call them to get involve>>, especially when the Chairman is elder, professional and more experienced than you and you are in his suns age. you should never trying to instruct or dictate your policy, I should remind you IRAN is our home and not yours, so and you are the guest, I therefore did all my utmost to tolerate you.

It was not threatened, it was clear message to you in front of your staff, I have to repeat it here, if you continue to force travel agencies and create trouble for them, we as association responsible against our members will sent a letter to them to stop selling your production, this will follow with another letter to Turkish airlines MD, and copy to complain with you to the UFTAA, then we prepare a letter of complaint to the monitoring organization in Iran to stop your operation and your harsh policy, we don't let you to put travel agencies in trouble while making profit from our market.

Last but not least, try to change your mentality and do proper management, you have still a long way, peoples are not your vassals,

But last, I will not sit with you again too, until you grow up and come back to association with good deal.

All the best

Mohamad Hassan Kermani
Chairman
Association of Air Transport and Tourist Agencies of Iran (AATTAI)

From: Zekeriya Kurucam [mailto:ZKURUCAM@THY.COM]
Sent: Tuesday, November 24, 2015 3:45 PM
To: mhk@eastexpress.ir; info@aattai.org
Cc: Mojdeh Seyedzadeh Ahra <MSEYEDZADEHAHRAN@THY.COM>; Ugur Eroglu <UEROGLU@THY.COM>
Subject: Meeting 24/11/2015

Dear Mr. Kermani;

Thank you again for visiting us today in our office. It was a big pleasure for me to meet you.

However, the behaviour you performed in the middle of our meeting is unacceptable for me. I didn't want to answer your threats in the meeting, as in our Turkish Culture we cannot argue or fight with our guests in our homes. Guests are always welcomed in Turkish Culture.

As you said and admitted, you clearly threatened me in front of my employees in my office. With all due respect, I was not expecting this kind of behaviour from someone like you who is experienced, professional, presentable and representative of public. Yet, it was completely out of my expectation. Now it is very clear to me that you came to my office not to negotiate but to fight and threaten me. As the General Manager of Turkish Airlines in Tehran, I cannot accept such a behavior and I will not sit around the same table with you again, unless you send me your apologies because of the behaviour performed today!

I wish you all the best!
Regards.

Zekeriya KURUÇAM
General Manager, Tehran
TURKISH AIRLINES



Bu E-mail mesajı ve ekleri, isimleri yazılı alıcılar dışındaki kişilere açıklanmaması, dağıtılmaması ve iletilmemesi gereken kişiye özel ve gizli bilgiler içerebilir. Mesajın muhatabı değilseniz lütfen gönderici ile irtibat kurunuz, mesaj ve eklerini siliniz. E-mail sistemlerinin tasıdığı güvenlik risklerinden dolayı, mesajların gizlilikleri ve bütünlükleri bozulabilir, mesaj virus içerebilir. Bilinen viruslere karşı kontrolleri yapılmış olarak yollanan mesajın sisteminizde yaratabileceği olası zararlardan Şirketimiz (T.H.Y. A.O) sorumlu tutulamaz.

This email and its attachments may contain private and confidential information intended for the use of the addressee only, which should not be announced, copied or forwarded. If you are not the intended recipient, please contact the sender, delete the message and its attachments. Due to security risks of email systems, the confidentiality and integrity of the message may be damaged, the message may contain viruses. This message is scanned for known viruses and our Company (Turkish Airlines Inc.) will not be liable for possible system damages caused by the message.