



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Front Office Operations							
Course Code		THM110		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		With this course; to teach front office operations							
Course Content		Reservation, check in and check out, folio follow-up and end-of-day procedures are the content of this course.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Demonstration, Individual Study, Problem Solving					
Name of Lecturer(s)		Ins. Murat KAHYA							

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	1. Kantarcı, K. Ve Yörükoğlu, M.A. (1998) Önbüro Yönetimi, Detay Yayıncılık, Ankara.
2	2. Çolak, G. (2012) Önbüro Hizmetleri, Murathan Yayınevi, Trabzon.

Week	Weekly Detailed Course Contents	
1	Theoretical	accommodation businesses
2	Theoretical	Departments and staff of the front office
3	Theoretical	Front Office and other department relations
4	Theoretical	Reservation process
5	Theoretical	Reservation process - a practical example
6	Theoretical	Customer check-in operations
7	Theoretical	Documents used in the front office, documents used in the front office - application examples
8	Intermediate Exam	Midterm Exam
9	Theoretical	Customer accounts
10	Theoretical	Output transactions invoice editing
11	Theoretical	Housekeeping reports
12	Theoretical	Day-end closings
13	Theoretical	Estimation and calculations of the number of rooms available for sale
14	Theoretical	overview
15	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Midterm Examination	1	10	1	11



Final Examination	1	10	1	11
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	To be able to make reservations
2	Front office operations
3	To be ready to work in the sector
4	Makes work organization
5	Provides front office operations

Programme Outcomes (Tourism and Hotel Management)

1	To be able to use a second foreign language at intermediate level
2	To have the ability to use information technologies in the field at a good level.
3	Competence in human relations and behaviors required by tourism industry.
4	To be able to dominate the issues of entrepreneurship and business establishment procedures in the field of accommodation management
5	To have the knowledge and skills required by the profession
6	To have information about equipment and equipment used in accommodation establishments

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	4	4	4	4	4
P2	5	5	5	5	5
P3	5	5	5	5	5
P4	5	5	5	5	5
P5	5	5	5	5	5
P6	5	5	5	5	5

