AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title	Room Division Management						
Course Code	THM222		Couse Level	Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 *(Hours)*	Theory	3	Practice	0	Laboratory	0
Objectives of the Course	In this course, it is aimed to have students gain the proficiency of operating front office shift transfer transactions.						
Course Content	This course informs students about the operational principles of front office shift system.						
Work Placement	N/A						
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Individual Study						
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	Önbüro Vardiya İşlemleri

Week	Weekly Detailed Course Contents	
1	Theoretical	Shifting at Front Office
2	Theoretical	Basic structures of shift procedures
3	Theoretical	Front cash procedures
4	Theoretical	Retail customer procedures
5	Theoretical	Agency procedures
6	Theoretical	The relationship between accountancy and front office
7	Theoretical	Reporting procedures about accounts
8	Intermediate Exam	Midterm Exam
9	Theoretical	Features of check list
10	Theoretical	Transfer of incomplete procedures
11	Theoretical	Cash transfer procedures
12	Theoretical	Shift transfer procedures
13	Theoretical	Account Control Procedures
14	Theoretical	Relationships with other departments
15	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	3	56
Midterm Examination	1	7	1	8
Final Examination	1	10	1	11
			Total Workload (Hours)	75
			[Total Workload (Hours) / 25*] = **ECTS**	3

25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Operating shift procedures and transfers
2	Grasping how to do front cash operations
3	Complete customer login procedures
4	Customer exit transactions and account receiving, defining the system, etc. perform operations

5	Decide on occupancy estimation and related pricing

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	5	4	5	5	2
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