



**AYDIN ADNAN MENDERES UNIVERSITY
DAVUTLAR VOCATIONAL SCHOOL
HOTEL RESTAURANT AND CATERING SERVICES
TOURISM AND HOTEL MANAGEMENT
COURSE INFORMATION FORM**

Course Title	Hotel Automation Systems								
Course Code	TRZM203	Course Level			Short Cycle (Associate's Degree)				
ECTS Credit	5	Workload	125 (Hours)	Theory	3	Practice	1	Laboratory	0
Objectives of the Course	The aim of this course provide student using automation program in the accommodation to make their accommodation operations.								
Course Content	Front Office Operations, Front Cash Operations, Reporting Operations, Check in, Check out and Documents of Night Operations								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Demonstration								
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading

1	Hotel Management Solutions Fidelio Suite – 8 (Micros – Fidelio) Hasan Kinay
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Week	Weekly Detailed Course Contents	
1	Theoretical	Informations related with System
2	Theoretical	Log in-out toSystem and Changing
3	Theoretical	Front Office Operations
4	Theoretical	Rooms Operations
5	Theoretical	Front Cash Operations
6	Theoretical	Back Office Operations
7	Theoretical	Reporting Operations
8	Intermediate Exam	Mid-term Exam
9	Theoretical	Check in-out and Documents Night Operations
10	Theoretical	Documents related to Department of Food Beverage
11	Theoretical	Documents related to Department of Housekeeping
12	Theoretical	Taking Documents Related to Department of Administrative Financial Affairs
13	Theoretical	Taking Documents Related to Department of Technical Service
14	Theoretical	Taking Documents Related to Department of Sales Marketing
15	Theoretical	Documents related to Department of Security

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	4	70
Lecture - Practice	14	1	2	42
Midterm Examination	1	5	1	6
Final Examination	1	6	1	7
			Total Workload (Hours)	125
			[Total Workload (Hours) / 25*] = ECTS	5

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Making operations of system
2	Making operations of accommodation
3	Taking documents related with front office



4	Taking documents related with other departments
5	To comprehend automation programs

Programme Outcomes (*Tourism and Hotel Management*)

1	To know the concept of tourism management well and to adapt the areas of economy, accounting, finance, management, marketing, human resources to the tourism sector.
2	To have knowledge of the tourism sector and the accommodation, food and beverage, travel, transportation, entertainment and other businesses that constitute the sub-industry of tourism.
3	To have knowledge about the coordination and integration of sub-industries of the tourism sector. To adsorb the communication and coordination between hotel departments.
4	To follow the developments in the tourism sector and to renew himself/herself.
5	To know the legislation about the structure and operation of the tourism sector. To have knowledge about the legal regulations regarding tourism businesses and tourism types.
6	To have detailed information about accommodation businesses and to learn the basic areas of hotel management (front office, housekeeping, food and beverage services, entertainment services).
7	To be able to communicate with guests in written and verbal and to have the power of persuasion. To have knowledge about sales and marketing and to have the ability to persuade.
8	To have basic computer knowledge and ability to use related programs. To have knowledge about software used in the hospitality industry.
9	To learn about Atatürk's principles and reforms. To have knowledge about history and geography. To have enough knowledge about the geography of Turkey and world tourism.
10	To have sufficient degree knowledge of English (reading, writing, listening and speaking). To be able to communicate with guests in English (written and verbal).
11	To have detailed information about occupational health and safety. To know well the legislation determined within the scope of occupational health and safety and to follow the developments.
12	To be able to produce ideas about the solution of business or guest problems and apply them.
13	To adopt the company she/he works, to fulfill his responsibilities and to be prone to teamwork. To fulfill the requirements of the department she/he works. To act in accordance with the hierarchical order of tourism businesses.

