



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

Course Title	Front Office Service								
Course Code	TRZM103	Course Level			Short Cycle (Associate's Degree)				
ECTS Credit	3	Workload	75 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	It is aimed to gain qualifications related to perform of front office services.								
Course Content	Characteristics and benefits of front office, front office staff, forms used at front office, relations with other departments								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Individual Study								
Name of Lecturer(s)	Ins. Betül YEŞİLTEPE ERKAYIRAN								

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Önbüro İşlemleri - Erkan AKGÖZ
2	Konaklama İşletmelerinde Önbüro Operasyonları ve Yönetimi – Ayhan GÖKDENİZ – Yakup DİNÇ

Week	Weekly Detailed Course Contents	
1	Theoretical	Importance of front office, Benefits of front office
2	Theoretical	Characteristics of front office staff
3	Theoretical	Personal Care
4	Theoretical	Points to consider while preparing and distributing working schedule
5	Theoretical	Welcoming guests, carrying luggages and parking vehicles at front office department
6	Theoretical	Equipments and forms used at front office department
7	Theoretical	Relations between front office department and housekeeping department
8	Intermediate Exam	Mid term exam
9	Theoretical	Relations between front office department and food & beverage department
10	Theoretical	Relations between front office department and finance & administrative department
11	Theoretical	Relations between front office department and maintenance department
12	Theoretical	Relations between front office department and sales & marketing department
13	Theoretical	Reports and Forms providing coordination between front office department and food & beverage department
14	Theoretical	Relations between front office department and security department
15	Theoretical	Reports and Forms providing coordination between front office department and maintenance department

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	5	4	1	25
Individual Work	10	0	2	20
Midterm Examination	1	0	1	1
Final Examination	1	0	1	1
Total Workload (Hours)				75
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	Recognizing front office services
2	Making personel preparations
3	Making job organizing
4	Providing to perform front office operations
5	Providing to build cooperation with other departments

Programme Outcomes (*Tourism and Hotel Management*)

1	...
2	...
3	...
4	...
5	...

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

	L1
P1	5

