



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Front Office Service								
Course Code		TRZM103		Couse 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 depatments								
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	70

### 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	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.

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

	L1
P1	5
P2	5
P3	5
P4	5
P5	5
P6	5
P7	5
P8	5
P9	5
P10	5
P11	5
P12	5
P13	5

