



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

Course Title	Communication With the Guest								
Course Code	TRZM108	Course Level			Short Cycle (Associate's Degree)				
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	It is aimed to gain qualifications related to communications with guests.								
Course Content	Types of communication, types of guests, requests and complaints of guests								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation)								
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	Konaklama İşletmelerinde Konukla İletişim - İrfan MISIRLI

Week	Weekly Detailed Course Contents	
1	Theoretical	Communication on the phone
2	Theoretical	Communication with fax
3	Theoretical	Communication with e-mail
4	Theoretical	Visual communication online
5	Theoretical	Oral communication
6	Theoretical	Written communication
7	Theoretical	Body Language
8	Intermediate Exam	Mid term exam
9	Theoretical	Extra ordinary circumstances at hotel and their solutions
10	Theoretical	Extra ordinary circumstances at hotel and their solutions
11	Theoretical	Circumstances which are not be interfered
12	Theoretical	Types and Behaviours of guests
13	Theoretical	Complaints of guests
14	Theoretical	Dealing with requests and complaints of guests
15	Theoretical	Creating statistical data from requests and complaints of guests

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	Using communication tools
2	Building efficient communication
3	Behaving according to extra ordinary circumstances
4	Providing communication with guests



5	To learn to solve problems arising from communication
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**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

