



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

Course Title	Room Transaction at Front Office								
Course Code	TRZM156	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 room transactions								
Course Content	Room control, VIP guests, Guests requests, Room types, Room allocation								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation)								
Name of Lecturer(s)									

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading	
1	Konaklama İşletmelerinde Önbüro İşlemleri ve Yönetimi – Nevzat ERARSLAN
2	Konaklama İşletmelerinde Önbüro İşlemleri ve Yönetimi – Kemal KANTARCI

Week	Weekly Detailed Course Contents	
1	Theoretical	Room check with housekeeper report
2	Theoretical	VIP guests
3	Theoretical	Indulging guests requests
4	Theoretical	Room folios
5	Theoretical	Determining problems on room folios
6	Theoretical	Room types
7	Theoretical	Room allocation
8	Intermediate Exam	Mid term exam
9	Theoretical	Preparation before guests' check in
10	Theoretical	Documents using for room transactions
11	Theoretical	Hotel forecast
12	Theoretical	Reservation and types of reservation
13	Theoretical	Reservation process
14	Theoretical	Overbooking
15	Theoretical	Room Check out procedure

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	Controlling room transaction
2	Controlling reservation
3	Controlling room sales
4	To comprehend room types



5	Learn room blockage
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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

