



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

|  |  |              |            |        |                                  |          |   |            |   |
|--|--|--------------|------------|--------|----------------------------------|----------|---|------------|---|
| Course Title                                     | Reporting in Front Office Operations   |              |            |        |                                  |          |   |            |   |
| Course Code                                      | TRZM261  | 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 reporting in front office.         |              |            |        |                                  |          |   |            |   |
| Course Content                                   | Reporting in-house guests, reporting reservations, room sales policy, VIP guests |              |            |        |                                  |          |   |            |   |
| 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                               | Önbüro Hizmetleri - Gökhan ÇOLAK  |
| 2                               | Konaklama İşletmelerinde Önbüro Operasyonları ve Yönetimi – Ayhan GÖKDENİZ – Yakup DİNÇ |

| Week | Weekly Detailed Course Contents |  |
|------|---------------------------------|--|
| 1    | Theoretical                     | Controlling the reports belong to staying guests     |
| 2    | Theoretical                     | Controlling the reports belong to checked out guests |
| 3    | Theoretical                     | Controlling the reports belong to reservations       |
| 4    | Theoretical                     | Preparing daily statistical report                   |
| 5    | Theoretical                     | Preparing weekly statistical report                  |
| 6    | Theoretical                     | Preparing monthly statistical report                 |
| 7    | Theoretical                     | Preparing annual statistical report                  |
| 8    | Intermediate Exam               | Mid term exam  |
| 9    | Theoretical                     | Room sales policy                                    |
| 10   | Theoretical                     | VIP guests   |
| 11   | Theoretical                     | CIP guests   |
| 12   | Theoretical                     | Complimentary guests                                 |
| 13   | Theoretical                     | House use accommodation                              |
| 14   | Theoretical                     | Balancing with accounting department                 |
| 15   | Theoretical                     | General review before final exam                     |

| 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                 | Conducting reporting activities in day shift   |
| 2                 | Conducting reporting activities in night shift |
| 3                 | Preparing statistical report                   |
| 4                 | Preparing room sales report                    |



|   |                                |
|---|--------------------------------|
| 5 | To learn reservation reporting |
|---|--------------------------------|

**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  |

