AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title	Reporting in Front Office Operations						
Course Code	TRZM261		Couse 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	70

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	Controling the reports belong to staying guests
2	Theoretical	Controling the reports belong to checked out guests
3	Theoretical	Controling 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	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	4
P4	5
P5	3
P6	4
P7	4
P8	5
P9	4
P10	4
P11	5
P12	5
P13	5