



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Communication With the Guest							
Course Code		TRZM108		Couse Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 ( <i>Hours</i> )	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	70

### Recommended or Required Reading

1	Konaklama İşletmelerinde Konukla İletişim - İrfan MISIRLI
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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 (Cooking)**

1	An ability to use theoretical knowledge in practice
2	Ability to work in teams, including interdisciplinary
3	An ability to manage a process to meet requirements
4	An ability to identify and solve problems in professional practice
5	Awareness of professional ethics and responsibility
6	Awareness of the necessity of lifelong learning and the ability to realize this
7	Ability to have knowledge about sectoral problems
8	An ability to understand and apply professional legal regulations
9	Ability to communicate effectively
10	Ability to use communication tools and other professional tools and techniques
11	An ability to plan and implement professional processes
12	Ability to communicate in a foreign language
13	Professional self-confidence skills
14	Entrepreneurship skills
15	Ability to understand and apply social and social responsibilities

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

	L1
P1	5

