



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Vocational Foreign Language II							
Course Code		ÇMH210		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		The aim of this course is to help the student gain the practice of foreign language that they will need in professional practices, to recognize the technical and professional fields of language, to improve reading, listening, comprehension, writing, sales and presentation skills, vocabulary and sentence.							
Course Content		The activities carried out in the field of Call Center Services and conducting the communication between the Customer and the Customer representative, the follow-up of the sectoral services, professional translation and dialogue texts.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study					
Name of Lecturer(s)		Ins. Ramiz BOY							

### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

### Recommended or Required Reading

1	T. C. Ministry of National Education Technical writings book
2	Lecture Notes

Week	Weekly Detailed Course Contents	
1	Theoretical	Call Center Services technical terms, meaning emphasis and pronunciation,
2	Theoretical	Commonly used in the field of Call Center Services, vocabulary and sentences and their usage.
3	Theoretical	Receiving calls, making calls on the call center,
4	Theoretical	Call receiving, call transfer in the Call Center Service unit,
5	Theoretical	Product sales, publicity dialogue with communication over the phone,
6	Theoretical	Tele Sales, Campaign execution, promotion dialogue,
7	Theoretical	Complaints reaching the Call Center Service unit, technical support desk dialogues
8	Theoretical	Complaints reaching the Call Center Service unit, technical support desk dialogues
9	Theoretical	Published Article Translations about the Call Center Sector,
10	Theoretical	Published Article Translations about the Call Center Sector,
11	Theoretical	Published Article Translations about the Call Center Sector,
12	Theoretical	Video, listening activities related to Call Center Service areas,
13	Theoretical	Video, listening activities related to Call Center Service areas,
14	Theoretical	Call Center Customer Relationship Management, Foreign Published Article Reading,
15	Theoretical	Call Center Customer Relationship Management, Foreign Published Article Reading,
16	Final Exam	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	25	0	1	25
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
Total Workload (Hours)				75
[Total Workload (Hours) / 25*] = ECTS				3

\*25 hour workload is accepted as 1 ECTS



**Learning Outcomes**

1	Use of language and terminological knowledge in Call Center Sector Service areas,
2	To have the competence to transform foreign language knowledge required by professional expertise from theoretical level to practice
3	To have information about the activities carried out with foreign customers in the field
4	To gain awareness to strengthen her professional formation with the ability to use language
5	Ability to communicate in a foreign language, to make professional correspondence, to have problem solving skills

**Programme Outcomes (Call Center Services)**

1	Ability to use information and communication technology tools and other professional tools and techniques
2	Ability to plan and implement professional processes
3	Foreign language communication skills
4	Professional confidence
5	Entrepreneurship Skills
6	Ability to use theoretical domain knowledge in practice
7	Ability to manage a process to meet requirements
8	Work skills in teams, including interdisciplinary
9	Ability to identify and solve problems in professional practice
10	Professional ethics and accountability

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

	L1	L2	L3	L4	L5
P1	4	4	4	3	4
P2	3	4	4	4	4
P3	5	4	5	4	4
P4	4	5	5	5	4
P5	3	4	4	4	4
P6	3	5	4	4	4
P7	4	4	4	4	3
P8	3	3	3	2	2
P9	4	4	5	5	5
P10	3	3	3	3	3

