



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 (Catering Services)

1	Genel turizm ve yiyecek içecek sektörü ile ilgili temel kavramları tanımlar.
2	Yiyecek içecek İşletmeciliği alanındaki yasal düzenlemeler, mesleki standartlarını, işletmelerin etkilendiği iç ve dış çevresel faktörleri bilir.
3	Yiyecek içecek ve ikram hizmetlerinin verildiği işletmelerin organizasyon yapısını ve işleyişini bilir ve uyum sağlar.
4	...
5	...
6	...
7	...
8	...
9	...
10	...
11	...
12	...
13	...

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	5	5	5	5	5
P2	5	5	5	5	5
P3	5	5	5	5	5
P4	5	5	5	5	5
P5	5	5	5	5	5

