



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Room Services								
Course Code	REM307	Course Level			First Cycle (Bachelor's Degree)				
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	Creating the organizational structure of room service Ordering in room service Preparing room service Providing room service Providing personalized service Mini bar organization								
Course Content	To create the organizational structure of room service To take orders in room service Pre-preparation in room service								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Individual Study								
Name of Lecturer(s)									

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading	
1	Yiyecek ve İçecek Servisi Alptekin SÖKMEN

Week	Weekly Detailed Course Contents & Teaching Methods	
1	Theoretical	İş analizi yapmak, iş görev tanımlarını yapmak
2	Theoretical	Prosedüre uygun telefonla konuşmayı sağlamak
3	Theoretical	Siparişlerin marş edilmesini sağlamak/takip etmek
4	Theoretical	Oda servisi personelini planlamak
5	Theoretical	Siparişe uygun araç gereç seçimi yapmak yaptırmak
6	Theoretical	Prosedüre uygun odaya giriş yapılmasını sağlamak
7	Theoretical	Odaya servis yapmak yaptırmak
8	Intermediate Exam	Ara Sınav
9	Theoretical	Konuk karşılama, kayıt ve bilgi alma işlemlerini yapmak Yiyecek içecek ve servis işlemlerini yapmak
10	Theoretical	House-keeping işlemlerini yapmak
11	Theoretical	Prosedüre uygun odaya giriş yapılmasını
12	Theoretical	Ürün çeşitliliğini korumak
13	Theoretical	Mini bar hesap tahsilatını organize ve kontrol etmek, Mini bar temizliğini takip etme
14	Theoretical	Mini barın teknik ekipman takibini yapmak
15	Theoretical	Mini barın teknik ekipman takibini yapmak/2
16	Final Exam	Dönem Sonu Sınavı

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Midterm Examination	1	2	1	3
Final Examination	1	4	1	5
			Total Workload (Hours)	50
			[Total Workload (Hours) / 25*] = ECTS	2

*25 hour workload is accepted as 1 ECTS

Learning Outcomes	
1	Oda servisinin organizasyon yapısını oluşturmak
2	Oda servisinde sipariş almak
3	Oda servisinde ön hazırlık yapmak



4	Odaya servis yapılmasını sağlamak
5	Kişiye özel hizmet vermek
6	Mini bar organizasyonu

Programme Outcomes (Food and Beverage Management)

1	Having scientific and professional ethic values
2	To gain the ability of critical and analytical thinking
3	Having the consciousness of necessity of obtaining new abilities and life-long learning
4	To know the principle concepts related to tourism industry
5	Having the consciousness of tourism and natural, cultural and social environment relations
6	Having the knowledge of higher level of a foreign language to communicate and to follow the new researches and daily subjects at his/her own field
7	Being able to use another foreign language at middle level
8	Having the ability of doing teamwork
9	Being competent about information technologies
10	Having the ability of administrative knowledge buildup at his field
11	Being competent about the human behaviours and relations of tourism industry
12	Being able to follow the trends at his/her field
13	Being competent about the subjects of establishment procedures of an enterprise and entrepreneurship on the food and beverage management fields
14	Having the ability and knowledge about the subjects that are necessary at his occupation
15	Being able to use and having knowledge about the equipments and hardware systems used at food and beverage establishments
16	Having the ability of problem diagnosis, and to make decision toward problems at food and beverage establishments

