



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Front Office Operations								
Course Code	THM110	Course Level		Short Cycle (Associate's Degree)					
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	With this course; to teach front office operations								
Course Content	Reservation, check in and check out, folio follow-up and end-of-day procedures are the content of this course.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Demonstration, Individual Study, Problem Solving								
Name of Lecturer(s)	Ins. Murat KAHYA								

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading	
1	1. Kantarcı, K. Ve Yörükoğlu, M.A. (1998) Önbüro Yönetimi, Detay Yayıncılık, Ankara.
2	2. Çolak, G. (2012) Önbüro Hizmetleri, Murathan Yayınevi, Trabzon.

Week	Weekly Detailed Course Contents & Teaching Methods	
1	Theoretical	accommodation businesses
2	Theoretical	Departments and staff of the front office
3	Theoretical	Front Office and other department relations
4	Theoretical	Reservation process
5	Theoretical	Reservation process - a practical example
6	Theoretical	Customer check-in operations
7	Theoretical	Documents used in the front office, documents used in the front office - application examples
8	Theoretical	Documents used in the front office, documents used in the front office - application examples/ Midterm Exam
9	Theoretical	Customer accounts
10	Theoretical	Output transactions invoice editing
11	Theoretical	Housekeeping reports
12	Theoretical	Day-end closings
13	Theoretical	Estimation and calculations of the number of rooms available for sale
14	Theoretical	overview
15	Final Exam	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	To be able to make reservations
2	Front office operations
3	To be ready to work in the sector



4	Makes work organization
5	Provides front office operations

