



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Room Division Management								
Course Code	THM222			Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 (Hours)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course	In this course, it is aimed to have students gain the proficiency of operating front office shift transfer transactions.								
Course Content	This course informs students about the operational principles of front office shift system.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Individual Study								
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	Önbüro Vardiya İşlemleri

Week	Weekly Detailed Course Contents & Teaching Methods	
1	Theoretical	Shifting at Front Office
2	Theoretical	Basic structures of shift procedures
3	Theoretical	Front cash procedures
4	Theoretical	Retail customer procedures
5	Theoretical	Agency procedures
6	Theoretical	The relationship between accountancy and front office
7	Theoretical	Reporting procedures about accounts
8	Theoretical	General Review/ Midterm Exam
9	Theoretical	Features of check list
10	Theoretical	Transfer of incomplete procedures
11	Theoretical	Cash transfer procedures
12	Theoretical	Shift transfer procedures
13	Theoretical	Account Control Procedures
14	Theoretical	Relationships with other departments
15	Final Exam	Final Exam

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	3	56
Midterm Examination	1	7	1	8
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	Operating shift procedures and transfers
2	Grasping how to do front cash operations
3	Complete customer login procedures
4	Customer exit transactions and account receiving, defining the system, etc. perform operations



