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| **Course Name** | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** |
| **Front Office Services** |  | one | 3+0 | 3 | 3 |
| Prerequisite Courses |  |
| Language of the Course | Turkish |
| Type of Course | Compulsory |
| Course Coordinator |   |
| Instructor |  |
| Course Assistants |  |
| The aim of lesson | front office divide tasks , importance , place , other sections with their relationship grasp and at the front office used forms filling their qualifications to bring in aims . |
| Course Learning Outcomes | 1. This lesson finally student ;
2. Front desk their services defines .
3. Personal preparation does .
4. Business organization does .
5. Front desk transactions the execution of provides .
6. Other with departments coordination provides .
 |
| Course Content | The organizational chart of the hotel and front office department and the functions of this department and the functions of the employees and the functional relations between other departments, Foreign terms used in the front office, Front office departments reservation, information, reception, front cashier and operation of the switchboard and the content and functions of the documents used. The operation of the switchboard and the content and functions of the documents used. |
| **Weeks** | **Topics** |
| one |  front office their services to recognise |
| 2 |  Body in the care Caution to be made required points |
| 3 |  Uniform control |
| 4 |  Study chart do the importance points understand . |
| 5 |  at the front office your guests reception , luggage , transport , vehicle parking |
| 6 |  at the front office Shifts and made Works |
| 7 |  Front at office used jerseys and equipment recognition |
| 8 |  front office and floor services between the relationship recognition |
| 9 |  Front desk with food drink department between the relationship recognition |
| 10 |  Front desk with administrative and financial works department between the relationship recognition |
| 11th |  Front desk with technical service between the relationship recognition |
| 12 |  Front desk with sales and marketing department between the relationship recognition |
| 13 |  Front desk with food drink department between relationship in the process the form used and other documents |
| 14 |  front office with security department between relationships |

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| **General Competencies** |
| from students this your lesson mother their subjects their understanding and fields with in applications their use expected . |
| **resources** |
| Çetinkaya,B ., (2019), Front Office Services with Terms and Transactions, Bursa, Ekin Publishing DistributionÇolak, G. (2016), Front Office Services, Bursa, Ekin Publishing Distribution |
| **Evaluation System** |
| It is stated in the syllabus at the beginning of the semester. |

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| **WITH PROGRAM LEARNING OUTCOMES****COURSE LEARNING OUTCOMES RELATIONSHIP TABLE** |
|  | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** |
| **LO1** | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |
| **LO2** | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |
| **LO3** | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |
| **LO4** | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |
| **LO5** | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |
| **REVENGE: Learning Outputs OP: Program Outputs** |
| **Contribution****level** | **1 Very Low** | **2 Low** | **3 Medium** | **4 High** | **5 Very High** |

Relation of Program Outcomes and Related Course

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **lesson** | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** |
| Front Desk Services | 5 | 2 | 4 | 4 | 3 | one | one | 3 | one | one | one |

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