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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Course Name** | | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** | | **Contacting the Guest** | |  | II | 2+0 | 2 | 3 | | Prerequisite Courses |  | | | | | | | Language of the Course | Turkish | | | | | | | Type of Course | Compulsory | | | | | | | Course Coordinator |  | | | | | | | Instructor |  | | | | | | | Course Assistants |  | | | | | | | The aim of lesson | this lesson with to the student , verbal , nonverbal , written , formal , formal non- and organization inside - outside Contact setup and vocational to the requirements appropriate Contact vehicle and technologies about competencies will be gained . | | | | | | | Course Learning Outcomes | This lesson finally student ;   1. Basis Contact their concepts knows , 2. Organization intra- your communication the importance of grasps 3. Communication technologies knows and uses . 4. Effective listening , oral and tacit Contact setup skills wins | | | | | | | Course Content | Individual and organizational Contact | | | | | | | **Weeks** | **Topics** | | | | | | | one | Communication and importance | | | | | | | 2 | Guest concept and with guest of your communication importance | | | | | | | 3 | with guest Effective Communication principles | | | | | | | 4 | with guest Relationships and Communication tools | | | | | | | 5 | Guest Types and Behaviours | | | | | | | 6 | with guest Verbal Communication | | | | | | | 7 | with guest On the phone Communication | | | | | | | 8 | on the Internet sound and Video Communication | | | | | | | 9 | with guest Tacit Communication | | | | | | | 10 | Guest satisfaction and expectations | | | | | | | 11th | Guest complaints and Solution | | | | | | | 12 | Guest complaints and Solution | | | | | | | 13 | your guest Accomodation plant inside may encounter Unusual Situations and making What's needed | | | | | | | 14 | your guest Accomodation plant Outside may encounter Unusual Situations and making What's needed | | | | | |  |  | | --- | | **General Competencies** | | from students this your lesson mother their subjects their understanding and fields with in applications their use expected . | | **resources** |  |  | | --- | | Red H. (2016), General and Technical Contact . ( 8th Edition ) Printing .  Misirli , I. (2018), With Guest Contact , Detail publishing . | | **Evaluation System** | | It is stated in the syllabus at the beginning of the semester. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **WITH PROGRAM LEARNING OUTCOMES**  **COURSE LEARNING OUTCOMES RELATIONSHIP TABLE** | | | | | | | | | | | | | | | | | |  | **PO1** | | **PO2** | **PO3** | | **PO4** | **PO5** | | **PO6** | **PO7** | | **PO8** | **PO9** | | **PO10** | **PO11** | | **LO1** | 2 | | 3 | - | | - | 2 | | 3 | - | | 3 | one | | - | one | | **LO2** | 4 | | 3 | 3 | | 4 | 5 | | 5 | one | | 4 | one | | one | 2 | | **LO3** | 2 | | 3 | 4 | | 3 | 5 | | 5 | one | | 4 | 4 | | 2 | one | | **LO4** | 4 | | 2 | 5 | | one | 5 | | 5 | one | | 5 | 2 | | 3 | 2 | | **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** | | with guest Communication | 4 | 3 | 5 | 3 | 5 | 4 | 2 | 5 | 2 | one | 3 | |