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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 |

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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** |

|  |
| --- |
| 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. |

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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** | 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 |

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