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| **Course Name** | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** |
| **Guest Check-in and Check-out** |  | II | 3+0 | 3 | 3 |
| Prerequisite Courses |  |
| Language of the Course | Turkish |
| Type of Course | Compulsory |
| Course Coordinator |   |
| Instructor |  |
| Course Assistants |  |
| The aim of lesson | The Guest Entry and Exit Processes course aims to provide students with the competencies to control the guest entry-exit processes. |
| Course Learning Outcomes | 1. At the end of this course, the student;
2. The guest checks the pre-entry-exit preparations.
3. Controls guest check-in processes.
4. Controls the guest checkout process.
 |
| Course Content | Preliminary preparation, safe preparation, daily checks, room blocking, making reservations, reservation preparation, reservation operations, guest check-in, guest's admission to the facility, account operations, guest check-in services, executing the operations during the guest's stay, guest requests. |
| **Weeks** | **Topics** |
| one | Forms to be Used for Guest Login |
| 2 | Guest Pre-Arrival Preparations |
| 3 | Regular Guests and Guest Check-in Procedures |
| 4 | Filling out the Accommodation Document |
| 5 | Providing Information About the Facility |
| 6 | Safe Deposit Box Transactions |
| 7 | Placement of the Guest in the Room |
| 8 | Recording Login Transactions |
| 9 | Foil Opening |
| 10 | Recording Expenses and Payments |
| 11th | Preparations Before the Guest's Departure |
| 12 | Guest Checkout |
| 13 | Bill editing |
| 14 | Recording Check-out Transactions, Guest Check-in and Check-out Transactions in the Automation System |

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| **General Competencies** |
| Students are expected to understand the main topics of this course and use it in their fields and applications. |
| **resources** |

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| Çetinkaya, B. (2019), Front Office Services with Terms and Transactions, Bursa, Ekin Press 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** | 3 | 3 | 5 | 4 | 2 | 3 | 2 | 4 | one | one | one |
| **LO2** | 3 | 3 | 5 | 4 | 2 | 3 | 2 | 4 | one | one | one |
| **LO3** | 3 | 3 | 5 | 4 | 2 | 3 | 2 | 4 | 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** |
| Guest Check-in and Check-out | 3 | 3 | 5 | 4 | 2 | 3 | 2 | 4 | one | one | one |

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