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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 | | | | | |  |  | | --- | | **General Competencies** | | Students are expected to understand the main topics of this course and use it in their fields and applications. | | **resources** |  |  | | --- | | Çetinkaya, B. (2019), Front Office Services with Terms and Transactions, Bursa, Ekin Press Publishing Distribution  Çolak, G. (2016), Front Office Services, Bursa, Ekin Publishing Distribution | | **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** | 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 | |