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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Konukla İletişim** | |  | II | 2+0 | 2 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Zorunlu | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Bu ders ile öğrenciye, sözlü, sözsüz, yazılı, biçimsel, biçimsel olmayan ve örgüt içi- dışı iletişim kurma ve mesleki gerekliklere uygun iletişim araç ve teknolojileri konusunda yeterlikler kazandırılacaktır. | | | | | | | Dersin Öğrenme Çıktıları | Bu dersin sonunda öğrenci;   1. Temel iletişim kavramlarını bilir, 2. Örgüt içi iletişimin önemini kavrar 3. İletişim teknolojilerini bilir ve kullanır. 4. Etkili dinleme, sözlü ve sözsüz iletişim kurma becerileri kazanır | | | | | | | Dersin İçeriği | Bireysel ve örgütsel iletişim | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | İletişim ve Önemi | | | | | | | 2 | Konuk Kavramı ve Konukla İletişimin Önemi | | | | | | | 3 | Konukla Etkin İletişim İlkeleri | | | | | | | 4 | Konukla İlişkiler ve İletişim Araçları | | | | | | | 5 | Konuk Tipleri ve Davranışları | | | | | | | 6 | Konukla Sözlü İletişim | | | | | | | 7 | Konukla Telefonda İletişim | | | | | | | 8 | İnternette Sesli ve Görüntülü İletişim | | | | | | | 9 | Konukla Sözsüz İletişim | | | | | | | 10 | Konuk Memnuniyeti ve Beklentileri | | | | | | | 11 | Konuk Şikayetleri ve Çözümü | | | | | | | 12 | Konuk Şikayetleri ve Çözümü | | | | | | | 13 | Konuğun Konaklama Tesisi İçerisinde Karşılaşabileceği Olağandışı Durumlar ve Yapılması Gerekenler | | | | | | | 14 | Konuğun Konaklama Tesisi Dışında Karşılaşabileceği Olağandışı Durumlar ve Yapılması Gerekenler | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** |  |  | | --- | | Kırmızı H. (2016), Genel ve Teknik İletişim. (8. Baskı) Elif Matbaacılık.  Mısırlı, İ. (2018), Konukla İletişim, Detay yayıncılık. | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | **PÇ11** | | **ÖÇ1** | 2 | | 3 | - | | - | 2 | | 3 | - | | 3 | 1 | | - | 1 | | **ÖÇ2** | 4 | | 3 | 3 | | 4 | 5 | | 5 | 1 | | 4 | 1 | | 1 | 2 | | **ÖÇ3** | 2 | | 3 | 4 | | 3 | 5 | | 5 | 1 | | 4 | 4 | | 2 | 1 | | **ÖÇ4** | 4 | | 2 | 5 | | 1 | 5 | | 5 | 1 | | 5 | 2 | | 3 | 2 | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | **PÇ11** | | Konukla İletişim | 4 | 3 | 5 | 3 | 5 | 4 | 2 | 5 | 2 | 1 | 3 | |