Course Syllabus

Code - Course Title	**TRZ118 - Front Office Management**
Course Type	II. SEMESTER
Laboratory + Practice	2+1
ECTS	**4.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	ÖĞR. GÖR. ARZU KONUK

Mode of Delivery	face to face
Place of Delivery	On Campus
Used Educational Platforms	Face-to-face
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	Front Office Applications
Recommended Resources	Emeksiz, M., Yolal, M. (2005). Konaklama İşletmelerinde Önbüro Yönetimi, Ankara: Detay YAyıncılık
Work Placement	Not Applicable
Aims of the Course	To train qualified personnel capable of working in the front offices of accommodation establishments.

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Front Office in Hospitality businesses	
Week - 2		management in general	
Week - 3		Front Office terminology I	
Week - 4		Relationship of the front office with other departments and communication	
Week - 5		Systems used in the front office	
Week - 6		Reservation	
Week - 7		Front Office Management Functions I	
Week - 8		front office management functions II	
Week - 9		form used at the front office I	
Week - 10		Forms used at the front office II	
Week - 11		Forms used in the front office III	
Week - 12		Accomodation Process	

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 13		Accomodation Process 2	
Week - 14		Auditing the Front Office Operations	

Learning Outcomes

#	Learning Outcome
1	Can explain the front office in accommodation establishments
2	Explain front office terminology
3	Explain the front office's communication with other departments
4	Explain ithe systems of the front office
5	Explain the Reservation
6	Explains the front office management functions
7	Explain the forms used at the front office
8	can do varios calculations at the front office
9	explain the accomodation process
10	Can explain management functions

Sustainable Development Goals

✓ Quality Education ✓ Gender Equality ✓ Reducing Inequalities ✓ Partnerships for Purposes

Course Theme

✓ Economics, Finance and Management

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	3.00	14	42
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0.00	0	0
Ödevler	3.00	3	9
Proje - Rapor - Sunum Hazırlama	0.00	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	5.00	1	5
Final Sınavı Hazırlığı (sınav süresi dahil)	5.00	1	5
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	11.00	4	44
Staj Uygulaması	0.00	0	0
		Calculated ECTS	**4.0**

Assessment Method and Passing Requirements

✓ Multiple Choice Test