## Course Syllabus

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| **Code - Course Title** | **TRZ810 - Front Office Applications** |
| **Course Type** | III. SEMESTER |
| **Laboratory + Practice** | 2+2 |
| **ECTS** | **4.0** |
| **Language of Instruction** | Türkçe |
| **Course Type** | Area Elective Courses |
| **Course Instructor(s)** | DR. ÖĞR. ÜYESİ ERDEM KORKMAZ |

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| **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** | There is no recommended optional programme component for this course. |
| **Recommended Resources** | Emeksiz, M., Yolal, M. (2005). Konaklama İşletmelerinde Önbüro Yönetimi, Ankara: Detay YAyıncılık |
| **Work Placement** | Not Applicable |
| **Aims of the Course** | The objective of this course is to teach students the operations and core processes of the front office department in hospitality businesses practically, using industry-standard software (Property Management Systems - PMS). Throughout the course, students will gain the hands-on ability to perform tasks such as reservations, room assignments, check-in, check-out, guest account management, and night audits in a digital environment. Ultimately, it aims to train qualified professionals who are proficient in the digital infrastructure of the tourism sector, use technology effectively, and can manage operational processes flawlessly. |

## Course Syllabus

| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| **Week - 1** | | The Function and Importance of Front Office in Hotels | |
| **Week - 2** | | Front Office Operations, Basics and Applications: Reservation | |
| **Week - 3** | | Front Office Operations, Basics and Applications: Reception | |
| **Week - 4** | | Front Office Operations, Basics and Applications: Information | |
| **Week - 5** | | Front Office Operations, Basics and Applications: Cashiering | |
| **Week - 6** | | Front Office Operations, Basics and Applications: Night Audit; | |
| **Week - 7** | | Check-In | |
| **Week - 8** | | Check-Out | |

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| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| Week - 9 | | Customer Services: Customer relations; | |
| Week - 10 | | Front Office Reports | |
| Week - 11 | | Front Office Equipment; | |
| Week - 12 | | Front Office Workshifts: Daytime shift, Evening shift, | |
| Week - 13 | | Front Office Workshifts: Night shift; | |
| Week - 14 | | Front Office Applications: Cases in Front Office, Front Office applications in hotels. | |

## Learning Outcomes

| # | Learning Outcome |
|---|---|
| 1 | design all the functions to manage the front office. |
| 2 | designs the front office facilities. |
| 3 | it will be capable of fulfilling characteristics that a front off personnel should haveice |

## Sustainable Development Goals

✓ Health and Quality of Life ✓ Quality Education

## Course Theme

✓ Economics, Finance and Management ✓ Data Science ✓ Innovation Skills

## AKTS Workload

| Activity | Duration (Hour) | Count | Workload |
|---|---|---|---|
| Teorik Derse Katılım | 14.00 | 4 | 56 |
| Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı) | 5.00 | 2 | 10 |
| Ödevler | 0.00 | 0 | 0 |
| Proje - Rapor - Sunum Hazırlama | 0.00 | 0 | 0 |
| Ara Sınav Hazırlığı (sınav süresi dahil) | 5.00 | 2 | 10 |
| Final Sınavı Hazırlığı (sınav süresi dahil) | 5.00 | 2 | 10 |
| Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.) | 5.00 | 2 | 10 |
| Staj Uygulaması | 0.00 | 0 | 0 |
| | | **Calculated ECTS** | **4.0** |

## Assessment Method and Passing Requirements

*No content has been provided.*

| Assessment Method and Passing Requirements | Quamtity | Percentage (%) |
|---|---|---|
| 1.Midterm Exam | 1 | 40 |
| Final Exam | 1 | 60 |
| | **Sum (%)** | **100** |