Course Syllabus

Code - Course Title	**FRA201U - French for Tourism**
Course Type	III. SEMESTER
Laboratory + Practice	0+0
ECTS	**5.0**
Language of Instruction	Fransızca
Course Type	Required Courses
Course Instructor(s)	ASSOC. PROF. DR. NEJDET KARADAĞ

Mode of Delivery	Distance Education
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	Français I, II
Recommended Resources	Le Français du Tourisme I; Documents on the Internet about tourism and hotels
Work Placement	None

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Premier Contacts - First contacts, presentation	
Week - 2		Jobs in tourisme, grammar : Verbs	
Week - 3		Guest services, presentation	
Week - 4		Grammar - Verbs, Tenses.	
Week - 5		Customer's Arrival at Hotel	
Week - 6		Service Floor	
Week - 7		Midterm	
Week - 8		Customer Requests and Complaints I	
Week - 9		Customer Requests and Complaints II	
Week - 10		Animations I	
Week - 11		Animations II	
Week - 12		General Evaluation Units 1, 2 and 3	
Week - 13		General Evaluation Units 4, 5 and 6	
Week - 14		Final Exam	

Learning Outcomes

#	Learning Outcome
1	Will be able to contact the customer.
2	Inform the customer about the hotel
3	Will be able to respond to customers' complaints.

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

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

Assessment Method and Passing Requirements

No content has been provided.

Assessment Method and Passing Requirements	Quamtity	Percentage (%)
1.Midterm Exam	1	30
Final Exam	1	70
	Sum (%)	**100**