

FRONT OFFICE ROOM TRANSACTIONS

1	Course Title:	FRONT OFFICE ROOM TRANSACTIONS	
2	Course Code:	TOTS022	
3	Type of Course:	Optional	
4	Level of Course:	Short Cycle	
5	Year of Study:	2	
6	Semester:	3	
7	ECTS Credits Allocated:	3.00	
8	Theoretical (hour/week):	1.00	
9	Practice (hour/week):	2.00	
10	Laboratory (hour/week):	0	
11	Prerequisites:	None	
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Öğr. Gör. BİLGE GÖKIRMAK	
15	Course Lecturers:	Meslek Yüksekokuları Yönetim Kurullarının görevlendirdiği öğretim elemanları	
16	Contact information of the Course Coordinator:	Öğr. Gör. Bilge GÖKIRMAK Tel: 0224 2615540 / 60532 Mail: gbilge@uludag.edu.tr Sosyal Bilimler MYO	
17	Website:		
18	Objective of the Course:	To enable to students to comprehend the ways to qualify in implementation of room procedures at front office	
19	Contribution of the Course to Professional Development:	Students gain competencies in conducting room operations in accommodation businesses.	
20	Learning Outcomes:		
		1	To have knowledge about the ways to control room procedures
		2	To have knowledge about the ways to control reservation
		3	To have knowledge about the ways to control the room sales
		4	To have knowledge about the ways to check in of the guest
		5	To have knowledge about the ways to the room sales policy
		6	To enable the student to comprehend hotel occupancy rates
		7	Performing the shift change operations
		8	Performing the reporting procedures
		9	
		10	
21	Course Content:		
		Course Content:	
Week	Theoretical	Practice	
1	Controlling room by means of the Housekeeper report	Controlling room by means of the Housekeeper report	
2	VIP guest		

3	Meeting Demands of the guests	
4	Limiting	Limiting
5	Problem description	Problem description
6	Problem description of foils of the guests	Problem description of foils of the guests
7	Problem foils of the guest	
8	Mid-term exam and course review	
9	Types of room , room obstruction	
10	Housekeeping before check in	Housekeeping before check in
11	Over booking	
12	Over Booking	Over Booking
13	Housekeeping before check in	
14	Hotel occupancy rates	Hotel occupancy rates
22	Textbooks, References and/or Other Materials:	Hamdi İslamoğlu,, Burcu Candan, Şenol Hacıfendioğlu ve Kenan Aydın, Hizmet Pazarlaması, İstanbul: Beta Basım Yayım, 1.Baskı, Ekim 2006
23	Assesment	
TERM LEARNING ACTIVITIES		
	NUMBER	WEIGHT
Midterm Exam	1	40.00
Quiz	0	0.00
Home work-project	0	0.00
Final Exam	1	60.00
Total	2	100.00
Contribution of Term (Year) Learning Activities to Success Grade		40.00
Contribution of Final Exam to Success Grade		60.00
Total		100.00
Measurement and Evaluation Techniques Used in the Course		Measurement and evaluation is carried out according to the principles of Bursa Uludağ University Associate and Undergraduate Education Regulation.
24	ECTS / WORK LOAD TABLE	

Activites	Number	Duration (hour)	Total Work Load (hour)
Theoretical	14	1.00	14.00
Practicals/Labs	14	2.00	28.00
Self study and preperation	6	5.00	30.00
Homeworks	0	0.00	0.00
Projects	0	0.00	0.00
Field Studies	0	0.00	0.00
Midterm exams	1	8.00	8.00
Others	0	0.00	0.00
Final Exams	1	10.00	10.00
Total Work Load			98.00
Total work load/ 30 hr			3.00
ECTS Credit of the Course			3.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK2	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK3	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK4	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK5	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK6	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK7	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0
ÖK8	5	4	5	5	5	5	5	5	4	4	4	4	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			