



ESOGU Tourism Faculty Course Information Form

TERM	Spring
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COURSE CODE	COURSE NAME	Front office Management
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
IV	2	0	0	3	5	CORE () ELECTIVE (X)	Turkish
COURSE CATEGORY							
Supportive Courses	Basic Vocational	Proficiency/Field	Human, Communication, and Management Skills	Transferable Skills			
	X						
ASSESSMENT CRITERIAS							
DURING TERM	Activity	Number	Percentage (%)				
	I. Mid-Term	1	40				
	II. Mid-Term						
	Quiz						
	Homework						
	Project						
	Report						
Other (.....)							
FINAL EXAM		1	60				
PREREQUISITE(S) (IF ANY)							
COURSE CONTENT	Equipment, documents and forms used in the front office department; Automation programs used in the front office department: Fidelio, Elektra, Sis-par, Odeon etc.						
COURSE OBJECTIVES	It is aimed to teach the place and importance of the front office department in accommodation establishments and the different automation programs used in the front office department.						
CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING							
COURSE OUTCOMES	<ul style="list-style-type: none">Students taking the course understand the importance of the front office department in accommodation businesses and ensure that they are trained as good front office personnel.Teaching the use of software and information technologies required for the front office departmentLearning the functioning of the front office department and its relationships with other departmentsDetermining the level of relationships with customers and making them understand their importance						
TEXTBOOK(S)	Zengin, B & Akyol, C. (2020). Önbüro Yönetimi ve Otomasyon Uygulamaları, Değişim Yayınları.						
SUPPORTIVE RESOURCES							

EQUIPMENTS REQUIRED

Computer and projection

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	Development of Accommodation Businesses
2	Departments in Accommodation Businesses
3	Front Office Department Organizational Structure
4	Relationship Between Front Office Department and Other Departments
5	Equipment Used in the Front Office Department
6	Documents and Forms Used in the Front Office Department
7	Future Trends and Applications in the Front Office Department
8	Automation Applications in the Front Office Department
9	Fidelio Opera PMS Front Office Automation Program
10	Elektra Front Office Automation Program
11	Odeon Hotel Automation Program
12	LIVEAGILE (Synthesis) Automation Program
13	SIS-PAR Front Office Automation Program
14	General evaluation
15,16	Final exam

NO	OUTCOMES	3	2	1
1	To understand the terms and concepts this related with tourism and hotel management.	X		
2	To be able to plan the process of investment of a new established tourism company.			X
3	To be able to manage companies to be established in the areas of tourism.	X		
4	To understand local, national and international dimension of management in tourism administration.		X	
5	To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment	X		
6	To be able to use information and communication technologies with computer at a level which tourism sector requires.			X
7	To understand the sectoral conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management.			X
8	To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.) and hotel management	X		
9	To be able to research scientific knowledge about tourism and hotel management.			X
10	To be able to understand and comment the new trends about tourism industry.		X	
11	To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)			X
12	To define the source of the problems in the field by using critical thinking.			X
13	To have verbal and written communication skills in Turkish base on tourism sector.		X	
14	To have verbal and written communication skills in at least one, by choice two foreign languages.			X
15	To be able to communicate by empathy with the managers of companies, customers and employees.	X		
1: Few 2: Partially 3: Many				

Instructor Name :