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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Konuk Giriş Çıkış İşlemleri** | |  | II | 3+0 | 3 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Zorunlu | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Konuk Giriş Çıkış İşlemleri dersi, öğrencilere konuk giriş-çıkış işlemlerinin kontrolünü yapmakla ilgili yeterliklerin kazandırılmasını amaçlar | | | | | | | Dersin Öğrenme Çıktıları | 1. Bu dersin sonunda öğrenci; 2. Konuk giriş-çıkış öncesi hazırlıklarının kontrolünü yapar. 3. Konuk giriş işlemlerinin kontrolünü yapar. 4. Konuk çıkış işlemlerinin kontrolünü yapar. | | | | | | | Dersin İçeriği | Ön hazırlık yapma, kasa hazırlığı, günlük kontroller, oda blokajı, rezervasyon işlemleri yapma, rezervasyon hazırlığı, rezervasyon işlemleri, konuk giriş işlemleri yapma, konuğun tesise kabul işlemleri, hesap işlemleri, konuk giriş hizmetleri, konuğun kalışı esnasındaki işlemleri yürütme, konuk istekleri. | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Konuk Girişi İçin Kullanılacak Formlar | | | | | | | 2 | Konuk Giriş Öncesi Hazırlıklar | | | | | | | 3 | Devamlı Konukların ve Konukların Giriş İşlemleri | | | | | | | 4 | Konaklama Belgesinin Doldurtulması | | | | | | | 5 | Tesis Hakkında Bilgi Verilmesi | | | | | | | 6 | Emanet Kasa İşlemleri | | | | | | | 7 | Konuğun Odaya Yerleştirilmesi | | | | | | | 8 | Giriş İşlemlerinin Kaydedilmesi | | | | | | | 9 | Folyo Açma | | | | | | | 10 | Harcamaların ve Ödemelerin Kaydedilmesi | | | | | | | 11 | Konuğun Ayrılış Öncesi Yapılan Hazırlıklar | | | | | | | 12 | Konuk Çıkış İşlemleri | | | | | | | 13 | Fatura Düzenleme | | | | | | | 14 | Çıkış İşlemlerinin Kaydedilmesi, Otomasyon Sisteminde Konuk Giriş Çıkış İşlemleri | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** |  |  | | --- | | Çetinkaya, B. (2019), Terimler ve İşlemlerle Ön büro Hizmetleri, Bursa, Ekin Basım Yayın Dağıtım  Çolak, G. (2016), Ön büro Hizmetleri, Bursa, Ekin Basım Yayın Dağıtım | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | **PÇ11** | | **ÖÇ1** | 3 | | 3 | 5 | | 4 | 2 | | 3 | 2 | | 4 | 1 | | 1 | 1 | | **ÖÇ2** | 3 | | 3 | 5 | | 4 | 2 | | 3 | 2 | | 4 | 1 | | 1 | 1 | | **ÖÇ3** | 3 | | 3 | 5 | | 4 | 2 | | 3 | 2 | | 4 | 1 | | 1 | 1 | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | **PÇ11** | | Konuk Giriş Çıkış İşlemleri | 3 | 3 | 5 | 4 | 2 | 3 | 2 | 4 | 1 | 1 | 1 | |