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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Ön Büro Hizmetleri** | |  | 1 | 3+0 | 3 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Zorunlu | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Önbüro bölünün görevlerini, önemini, yerini,diğer bölümler ile ilişkilerini kavramayı ve önbüroda kullanılan formları doldurma yeterliliklerinin kazandırılmasını amaçlamaktadır. | | | | | | | Dersin Öğrenme Çıktıları | 1. Bu dersin sonunda öğrenci; 2. Ön büro hizmetlerini tanımlar. 3. Kişisel hazırlık yapar. 4. İş organizasyonu yapar. 5. Ön büro işlemlerinin yürütülmesini sağlar. 6. Diğer departmanlarla koordinasyonu sağlar. | | | | | | | Dersin İçeriği | Otel ve önbüro bölümünün organizasyon şemasını ve bu bölüm ve çalışanların görevleri özellikleri ile diğer bölümler arasında fonksiyonel ilişkiler, Ön büroda kullanılan yabancı terimler, Ön büro bölümleri rezervasyon, danışma, resepsiyon, ön kasa ve santralin işleyişi ve kullanılan belgelerin içerik ve işlevleri. Santralin işleyişi ve kullanılan belgelerin içerik ve işlevleri. | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Önbüro hizmetlerini tanımak | | | | | | | 2 | Vücut bakımında dikkat edilmesi gereken noktalar | | | | | | | 3 | Üniforma kontrolü | | | | | | | 4 | Çalışma çizelgesi yapmak, önem noktalarını anlamak. | | | | | | | 5 | Önbüroda konukların karşılanması, bagajlar, taşıma, araç parketme | | | | | | | 6 | Önbüroda Shiftler ve Yapılan İşler | | | | | | | 7 | Ön büroda kullanılan formalar ve donanımları tanıma | | | | | | | 8 | Önbüro ve kat hizmetleri arasındaki ilişkiyi tanıma | | | | | | | 9 | Ön büro ile yiyecek içecek departmanı arasındaki ilişkiyi tanıma | | | | | | | 10 | Ön büro ile idari ve mali işler bölümü arasındaki ilişkiyi tanıma | | | | | | | 11 | Ön büro ile teknik servis arasındaki ilişkiyi tanıma | | | | | | | 12 | Ön büro ile satış ve pazarlama bölümü arasındaki ilişkiyi tanıma | | | | | | | 13 | Ön büro ile yiyecek içecek bölümü arasındaki ilişki sürecinde kullanılan form ve diğer belgeler | | | | | | | 14 | Önbüro ile güvenlik bölümü arasındaki ilişkiler | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** | | Çetinkaya,B., (2019), Terimler ve İşlemlerle Önbüro Hizmetleri, Bursa, Ekin Basım Yayın Dağıtım  Çolak, G. (2016), Önbüro 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** | 5 | | 2 | 4 | | 4 | 3 | | 1 | 1 | | 3 | 1 | | 1 | 1 | | **ÖÇ2** | 5 | | 2 | 4 | | 4 | 3 | | 1 | 1 | | 3 | 1 | | 1 | 1 | | **ÖÇ3** | 5 | | 2 | 4 | | 4 | 3 | | 1 | 1 | | 3 | 1 | | 1 | 1 | | **ÖÇ4** | 5 | | 2 | 4 | | 4 | 3 | | 1 | 1 | | 3 | 1 | | 1 | 1 | | **ÖÇ5** | 5 | | 2 | 4 | | 4 | 3 | | 1 | 1 | | 3 | 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** | | Ön Büro Hizmetleri | 5 | 2 | 4 | 4 | 3 | 1 | 1 | 3 | 1 | 1 | 1 | |