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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Kat Hizmetleri** | |  | 1 | 2+0 | 2 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Zorunlu | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Kat Hizmetleri bölümünün verilen hizmetlerin misafirler ve konaklama işletmeleri açısından öneminin kavranmasını sağlamaktır. | | | | | | | Dersin Öğrenme Çıktıları | Bu dersin sonunda öğrenci;  1. Kat Hizmetleri Bölümünde misafir odalarının temizlenmesi, yatak yapımı, banyo temizliği, yerlerin süpürülmesi ve toz alma işlemlerini yapar.  2. Kat Hizmetleri bölümünde rahatsız etmeyin prosedürü, vip oda temizliğini anlar.  3. Kat Hizmetleri bölümünde hasta odası temizliği, özürlü misafir odası temizliği, çocuk bakım hizmeti işlemlerini kavrar.  4. Cilalama, duvar temizliği ve haşerelerle mücadeleyi öğrenir  5. Kat Hizmetleri Bölümünde Hijyen, kişisel hijyen, su hijyeni, misafir ve personel alanlarında hijyeni öğrenir  6. Çamaşırhane işlemlerini yapar. | | | | | | | Dersin İçeriği | Kat Hizmetleri Bölümünde gerçekleştirilen faaliyetler | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Kat Hizmetleri Departmanının Tanımı ve Organizasyonu | | | | | | | 2 | Kat Hizmetleri Departmanında İnsan Kaynakları | | | | | | | 3 | Kat Hizmetleri Departmanında Planlama | | | | | | | 4 | Kat Hizmetleri Departmanında Bilgi Akışı | | | | | | | 5 | Kat Hizmetleri Departmanında Kontrol | | | | | | | 6 | Kat Hizmetleri Departmanında Bütçeleme ve Dekorasyon | | | | | | | 7 | Kat Hizmetleri Departmanında Hijyen ve Güvenlik | | | | | | | 8 | Kullanılan Araç ve Gereçler, Malzemeler, Oda Tipleri | | | | | | | 9 | Temizlik Çeşitleri ve Oda Temizliği | | | | | | | 10 | Banyo Temizliği ve Genel Temizlik | | | | | | | 11 | Kat Arabası ve Kat Ofisi | | | | | | | 12 | Çamaşırhane, Yıkama | | | | | | | 13 | Çamaşırhane, Kuru Temizleme, Ütüleme | | | | | | | 14 | Örnek bütçe | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** |  |  | | --- | | Çiçek, D., (2019), Kat Hizmetleri Uygulamaları El Kitabı, Ankara, Detay Yayıncılık | | **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** | 4 | | 3 | 4 | | 4 | 4 | | 4 | 3 | | 4 | 3 | | 2 | 2 | | **ÖÇ2** | 4 | | 3 | 3 | | 4 | 3 | | 3 | 3 | | 3 | 3 | | 2 | 2 | | **ÖÇ3** | 4 | | 3 | 4 | | 3 | 3 | | 3 | 3 | | 3 | 3 | | 1 | 1 | | **ÖÇ4** | 4 | | 4 | 4 | | 3 | 4 | | 3 | 2 | | 3 | 3 | | 2 | 2 | | **ÖÇ5** | 4 | | 3 | 4 | | 4 | 4 | | 3 | 3 | | 3 | 3 | | 2 | 2 | | **ÖÇ6** | 4 | | 3 | 3 | | 4 | 4 | | 2 | 2 | | 3 | 3 | | 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** | | Kat Hizmetleri | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | |