

TOROS ÜNİVERSİTESİ

Vocational School
Cooking

Course Information

COMMUNICATION					
Code	Semester	Theoretical	Practice	National Credit	ECTS Credit
		Hour / Week			
AŞÇ118	Spring	2	0	2	

Prerequisites and co-requisites	
Language of instruction	Turkish
Type	Required
Level of Course	Associate
Lecturer	Lecturer Edlan BOSTANCI
Mode of Delivery	Face to Face
Suggested Subject	-
Professional practise (internship)	None
Objectives of the Course	It is aimed to gain competencies to communicate with the guest.
Contents of the Course	Definitions of terms related to communication, guest types

Learning Outcomes of Course

#	Learning Outcomes
1	Use communication tools
2	Communicate efficiently
3	To act according to circumstances
4	Ensure communication with guests

Course Syllabus

#	Subjects	Teaching Methods and Technics
1	Communication and explanation of related concepts	Face to Face
2	Explanation of the rules of written and oral communication	Face to Face
3	Examination of telephone communication rules	Face to Face
4	The importance of communication non-verbal communication codes to determine	Face to Face
5	Determination of the importance of body language in face-to-face communication	Face to Face
6	Examination of types of guest	Face to Face
7	Midterm Exam	
8	Examination of the types and behaviors of guest	Face to Face
9	Explanation of unusual situations faced in the guest accommodations	Face to Face
10	Disclosure of the guest's stay off-site encounter unusual situations	Face to Face
11	To intervene in situations that can not be explained	Face to Face
12	Examination of guest requests and complaints	Face to Face
13	The guest requests, complaints	Face to Face
14	The guest requests, complaints forms and assessment methods to be used for examining	Face to Face

15	Preparation for the final examination	Face to Face
16	Final Exam	

Course Syllabus

#	Material / Resources	Information About Resources	Reference / Recommended Resources
1	Mısırlı,İ.Konukla İletişim.Detay Yayıncılık,Ankara,2012.		
2	Aktepe,C,Baş,M.Tolon,M. Müşteri İlişkileri Yönetimi.Detay Yayıncılık Ankara,2009.		
3	Oskay, Ü. İletişimin ABC'si, DER Yayınları, İstanbul, 1997.		

Method of Assessment

#	Weight	Work Type	Work Title
1	40%	Mid-Term Exam	Mid-Term Exam
2	60%	Final Exam	Final Exam

Relationship between Learning Outcomes of Course and Program Outcomes

#	Learning Outcomes	Program Outcomes	Method of Assessment
1	Use communication tools		
2	Communicate efficiently		
3	To act according to circumstances		
4	Ensure communication with guests		

PS. The numbers, which are shown in the column Method of Assessment, presents the methods shown in the previous table, titled as Method of Assessment.

Work Load Details

#	Type of Work	Quantity	Time (Hour)	Work Load
1	Course Duration	14	2	28
2	Course Duration Except Class (Preliminary Study, Enhancement)	14	2	28
3	Presentation and Seminar Preparation	0	0	0
4	Web Research, Library and Archival Work	0	0	0
5	Document/Information Listing	0	0	0
6	Workshop	0	0	0
7	Preparation for Midterm Exam	1	1	1
8	Midterm Exam	1	1	1
9	Quiz	0	0	0
10	Homework	0	0	0
11	Midterm Project	0	0	0
12	Midterm Exercise	0	0	0
13	Final Project	0	0	0
14	Final Exercise	0	0	0
15	Preparation for Final Exam	1	1	1
16	Final Exam	1	1	1
				60

