



## ESOGU Tourism Faculty Course Information Form

TERM	Fall
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COURSE CODE	271115019	COURSE NAME	Automation in Hospitality Businesses
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
V	2	2	0	3	6	CORE (x) ELECTIVE ( )	English

### COURSE CATEGORY

Supportive Courses	Basic Vocational	Proficiency/Field	Human, Communication, and Management Skills	Transferable Skills
	X			

### ASSESSMENT CRITERIAS

	Activity	Number	Percentage (%)
DURING TERM	I. Mid-Term	1	40
	II. Mid-Term		
	Quiz		
	Homework		
	Project		
	Report		
	Other (.....)		
FINAL EXAM		1	60
PREREQUISITE(S) (IF ANY)	-		
COURSE CONTENT	The use of Elektra and Fidelio automation package programs constitute the brief content of this course.		
COURSE OBJECTIVES	The aim of this course is to teach the use of automation systems used in the front office department and to provide students with information about the processes in the front office department.		
CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING	This course contributes to vocational training by learning the automation programs used in the front office department and providing a better understanding of the workflow of the front office department.		
COURSE OUTCOMES	<ul style="list-style-type: none"><li>➤ With this course, students will understand the importance of automation programs used in the front office department.</li><li>➤ With this course, students will be able to use automation programs used in the front office department.</li><li>➤ With this course, students will have the opportunity to examine the workflow of the front office department with case studies.</li></ul>		
TEXTBOOK(S)	Kınay, H. (2013). Otel Otomasyonları – Fidelio Suite 8. Bursa: Ekin Basım Yayın.		
SUPPORTIVE RESOURCES	Videos and slides to be shared through the course management system constitute the auxiliary resources of the course.		
EQUIPMENTS REQUIRED	-		

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	Elektra package program login and system menu
2	guest cards,
3	Reservation transactions
4	Reception operations
5	Back office operations
6	Front Office Reception Rooms and front desk menus
7	Introduction to Fidelio Suite 8 program, description of its subprograms, reservation profiles
8	reservation card
9	Reservation card options
10	Waitlist, PM,
11	Room blocking, Quick keys
12	Cashiering, Posting,
13	Routing and Housekeeping
14	Example applications
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 :