



ESOGU Tourism Faculty Course Information Form

TERM	Spring
------	--------

COURSE CODE		COURSE NAME	Employee Relations Management in Tourism
-------------	--	-------------	--

SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
VI	3	0	0	3	4	CORE () ELECTIVE (X)	Turkish

COURSE CATEGORY

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

ASSESSMENT CRITERIAS

DURING TERM	Activity	Number	Percentage (%)
	I. Mid-Term		30
	II. Mid-Term		
	Quiz		
	Homework		30
	Project		
	Report		
	Other (.....)		
FINAL EXAM			40

PREREQUISITE(S) (IF ANY)

COURSE CONTENT

Understanding management models regarding employee relations in tourism

COURSE OBJECTIVES

The aim of this course is to examine the psycho-social behaviors of employees who constitute the labor factor in the formation of the touristic product, and to understand to what extent these behaviors affect the performance of the organization and the quality of the product produced. To determine to what extent which management models affect employee satisfaction.

CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING

COURSE OUTCOMES

Management models related to employee relations in the tourism sector will be learned.

TEXTBOOK(S)

Şule Aydın Tükeltürk, vd, Turizm İşletmelerinde Çalışan İlişkileri Yönetimi, Ankara 2014

SUPPORTIVE RESOURCES

EQUIPMENTS REQUIRED

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	General Information About the Course
2	Explanation of the Concept of Employee
3	Determining the Problems of Employees in the Tourism Sector
4	Mobbing
5	Employee Change Rate in Tourism
6	Practices That Protect Employees
7	Management Models for Employees
8	Midterm
9	Student presentations-1
10	Student presentations-2
11	Student presentations-3
12	Student presentations-4
13	Student presentations-5
14	Student presentations-6
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