



Eskişehir Osmangazi University
Faculty of Tourism
Gastronomy and Culinary Arts Course Information Form

Term	Spring						
COURSE CODE	271216022	COURSE NAME	Employee Relationship Management				
SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	Credits	ECTS	Type	Language
VI	2	0	0	2	3	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			1		40	
	II. Mid-Term						
	Quiz						
	Homework						
	Project						
	Report						
Other (.....)							
FINAL EXAM	Homework			1		60	
PREREQUISITE(S) (IF ANY)							
COURSE CONTENT	Understanding the concepts and management models related to 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 creation of food and beverage products, 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	Students know the basic concepts and theories regarding employee relations in the food and beverage industry.						
TEXTBOOK(S)	Turizm İşletmelerinde Çalışan İlişkileri Yönetimi - Doç. Dr. Şule Aydın Tükel Türk, Yrd. Doç. Dr. Nilüfer Şahin, Yrd. Doç. Dr. Berrin Güzel – Detay Yayıncılık						
SUPPORTIVE RESOURCES							

EQUIPMENTS REQUIRED	
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COURSE OUTLINE	
WEEK	SUBJECTS
1	Employee Relations Management Concept and Its Importance
2	Organizational Citizenship in Food and Beverage Businesses
3	Organizational Justice in Food and Beverage Businesses
4	Psychological Empowerment in Food and Beverage Businesses
5	Mobbing in Food and Beverage Businesses
6	Burnout Syndrome in Food and Beverage Businesses
7	Midterm Exam
8	Organizational Alienation in Food and Beverage Businesses
9	Work-Family Life Conflict in Food and Beverage Businesses
10	Nepotism in Food and Beverage Businesses
11	Presenteeism in Food and Beverage Businesses
12	Emotion Management in Food and Beverage Businesses
13	Talent Management in Food and Beverage Businesses
14	Impression Management in Food and Beverage Businesses
15/16	Final Exam

No.	OUTCOMES	3	2	1
1	Knows and applies concepts, principles and theories in the field of gastronomy and culinary arts.			X
2	Have knowledge about nutrition principles and food science.			X
3	Demonstrates reading, comprehension, speaking and writing skills in a second foreign language at least at the European Language Portfolio B2 general level.			X
4	Communicates effectively in writing, verbally and non-verbally and demonstrates presentation skills.			X
5	Defines, analyzes, synthesizes and evaluates information and data in the field of tourism and gastronomy.			X
6	Knows and applies management theories and practices that can effectively manage a food and beverage business, and acquires entrepreneurial skills.	X		
7	Knows social and professional ethical values, evaluates them from a critical perspective and develops appropriate behavior.			X
8	Uses both basic and field-related information and communication technologies and software at an advanced level.			X
9	Gain knowledge about the basic concepts, theories, principles and facts in the field of business and economics.	X		
10	Have knowledge about national and international cuisines and apply them.			X
11	Knows and applies food and beverage cost control, menu planning and pricing.			X
12	Knows all processes related to food and beverage production, from the purchasing stage to the presentation stage, and solves any problems that may arise during these processes.			X
13	Knows and applies national and international legal regulations, professional standards, occupational safety and worker health principles related to the field of work.			X
14	Knows and applies classical and modern production techniques in the field of food and beverage.			X
15	Evaluates food and dishes within the framework of history, geography, culture and nutritional sciences.			X
1:Never. 2:Few. 3:Many.				

Instructor Name :

Signature:

Date: