



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

Term	Fall
-------------	------

COURSE CODE	271217018	COURSE NAME	Protocol and Etiquette
--------------------	-----------	--------------------	------------------------

SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	Credits	ECTS	Type	Language
VII	2	0	0	2	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		1
II. Mid-Term			
Quiz			
Homework			
Project			
Report			
Other (.....)			
FINAL EXAM		1	60

PREREQUISITE(S) (IF ANY)	
---------------------------------	--

COURSE CONTENT	Introduction to Social Conduct Protocol, Protocol Type, Protocol Hierarchies, Executive Protocol, Flag Protocol, Vehicle Protocol.
-----------------------	--

COURSE OBJECTIVES	The aim of this course is to teach students protocol and etiquette and behavioral patterns in social and business life.
--------------------------	---

CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING	
--	--

COURSE OUTCOMES	The student who successfully completes the course; Knows the concept of protocol; Gains knowledge about protocol in social and business life.; Have knowledge about how the Parent-Superior Relationship is implemented; Learns the importance of protocol in official relations; Gets information about business meetings and negotiations; Learns the service rules.
------------------------	--

TEXTBOOK(S)	Aytürk, N. Protokol Yönetimi. Nobel Yayınları, Ankara, 2011.
--------------------	--

SUPPORTIVE RESOURCES	Mısırlı, İ. Protokol Bilgisi. Detay Yayınları
-----------------------------	---

EQUIPMENTS REQUIRED	
----------------------------	--

COURSE OUTLINE	
WEEK	SUBJECTS
1	Description and History of the Protocol
2	Concept of Management and Protocol Management
3	Manners and Courtesy
4	Protocol Rules in Public Space
5	Priority-Next in Sorting
6	Seating Arrangements in Official Ceremonies
7	Appointment and Commencement Ceremonies
8	Flag Ceremonies
9	Business Meetings and Interviews
10	Vehicle Protocol - Protocol and Banquet Meals
11	Service Rules and Guest Hospitality
12	Getting protocol order in the restaurant
13	Service, Food and Beverage and Etiquette, Table Seating Rules
14	Protocol Examples and Applications in Business and Social Life
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 : Doç. Dr. Mehmet Sedat İPAR

Signature

Date: 31.10.2023