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| **ABU_KKK_01-15.jpg** | | | | | **ECTS Course Description Form** | | | | | | | | | | | | | | | | | | | |
| **PART I ( Senate Approval)** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Offering School** | *Tourism Faculty* | | | | | | | | | | | | | | | | | | | | | | | |
| **Offering Department** | *Tourism and Hospitality Management* | | | | | | | | | | | | | | | | | | | | | | | |
| **Program(s) Offered to** | *Tourism and Hospitality Management* | | | | | | | | | | | | | *Must* | | | | | | | | | | |
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|  | | | | | | | | | | | | |  | | | | | | | | | | |
| **Course Code** | *TRM 221* | | | | | | | | | | | | | | | | | | | | | | | |
| **Course Name** | *Lodging Operations Management* | | | | | | | | | | | | | | | | | | | | | | | |
| **Language of Instruction** | *English* | | | | | | | | | | | | | | | | | | | | | | | |
| **Type of Course** | *Lecture* | | | | | | | | | | | | | | | | | | | | | | | |
| **Level of Course** | *Undergraduate* | | | | | | | | | | | | | | | | | | | | | | | |
| **Hours per Week** | **Lecture:** 3 | | | | | **Laboratory:** | | | | **Recitation:** | | **Practical:** | | | | **Studio:** | | | | | **Other:** | | | |
| **ECTS Credit** | 4 | | | | | | | | | | | | | | | | | | | | | | | |
| **Grading Mode** | *Letter Grade* | | | | | | | | | | | | | | | | | | | | | | | |
| **Pre-requisites** | *TRM 112 Introduction to Tourism* | | | | | | | | | | | | | | | | | | | | | | | |
| **Co-requisites** | *NA* | | | | | | | | | | | | | | | | | | | | | | | |
| **Registration Restriction** | *NA* | | | | | | | | | | | | | | | | | | | | | | | |
| **Educational Objective** | *Introducing all the departments in lodging industry, additionally job descriptions, definitions, managerial functions and practices.* | | | | | | | | | | | | | | | | | | | | | | | |
| **Course Description** | *This course provides knowledge on principles, practices, and procedures of managerial functions, operating procedures and competencies in lodging industry. Students gain knowledge on hotel ownership and franchise, revenue management, front office, housekeeping, and other major departments in a hotel property.* | | | | | | | | | | | | | | | | | | | | | | | |
| **Learning Outcomes** | **LO1** | | | *Create awareness of managerial functions for different departments* | | | | | | | | | | | | | | | | | | | | |
| **LO2** | | | *Apply lodging operation procedures* | | | | | | | | | | | | | | | | | | | | |
| **LO3** | | | *Explain and identify tasks of departments* | | | | | | | | | | | | | | | | | | | | |
| **LO4** | | | *Identify the competencies in lodging industry* | | | | | | | | | | | | | | | | | | | | |
| **LO5** | | | *Interpret information on all the departments in lodging industry* | | | | | | | | | | | | | | | | | | | | |
| **LO6** | | |  | | | | | | | | | | | | | | | | | | | | |
| **n..** | | |  | | | | | | | | | | | | | | | | | | | | |
| **PART II ( Faculty Board Approval)** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Basic Outcomes (University-wide)** | | **No.** | **Program Outcomes** | | | | | | | | | | **LO1** | | **LO2** | | | **LO3** | **LO4** | | | | **LO5** | **LO6** |
| **PO1** | **Ability** to communicate effectively and write and present a report in Turkish and English. | | | | | | | | | |  | |  | |  | |  | | | | **X** |  |
| **PO2** | **Ability** to work individually, and in intra-disciplinary and multi-disciplinary teams. | | | | | | | | | |  | | **X** | |  | |  | | | |  |  |
| **PO3** | **Recognition** of the need for life-long learning and **ability** to access information , follow developments in science and technology, and continually reinvent oneself. | | | | | | | | | | **X** | |  | |  | |  | | | |  |  |
| **PO4** | **Knowledge** of project management, risk management, innovation and change management, entrepreneurship, and sustainable development. | | | | | | | | | |  | |  | |  | | **X** | | | |  |  |
| **PO5** | **Awareness** of sectors and **ability** to prepare a business plan. | | | | | | | | | | **X** | |  | |  | |  | | | |  |  |
| **PO6** | **Understanding** of professional and ethical responsibility and **demonstrating** ethical behavior. | | | | | | | | | |  | |  | | **X** | |  | | | |  |  |
| **Faculty Specific Outcomes** | | **PO7** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO8** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO9** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO10** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO11** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO12** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **Discipline Specific Outcomes (program)** | | **PO13** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO14** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO15** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO16** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO17** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PO18** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **Specialization Specific Outcomes** | | **PO N….** |  | | | | | | | | | |  | |  | |  | |  | | | |  |  |
| **PART III ( Department Board Approval)** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Course Subjects, Contribution of Course Subjects to Learning Outcomes, and Methods for Assessing Learning of Course Subjects** | | | **Subjects** | **Week** | | | |  | | | | | | **LO1** | | **LO2** | | | **LO3** | **LO4** | | | | **LO5** | **LO6** | |
| **S1** | 1 | | | | Introduction and Orientation:  Discuss the Syllabus | | | | | |  | |  | | |  |  | | | |  |  | |
| **S2** | 2 | | | | Introduction to Hotel Industry | | | | | | A1 | |  | | | A1 | A1 | | | | A1 |  | |
| **S3** | 3 | | | | Franchise Agreements and Management Contracts | | | | | | A1 | |  | | | A1 | A1 | | | | A1 |  | |
| **S4** | 4 | | | | Management, Supervision, and Service Skills For the GM | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S5** | 5 | | | | Human Resources | | | | | |  | | A1,  A3 | |  | | |  | | |  |  | |
| **S6** | 6 | | | | Accounting | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S7** | 7 | | | | Revenue Management | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S8** | 9 | | | | Sales and Marketing | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S9** | 10 | | | | Safety and Property Security | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S10** | 11 | | | | Housekeeping | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S11** | 12 | | | | Food and Beverage | | | | | | A1 | |  | | A1 | | | A1 | | | A1 |  | |
| **S12** | 13 | | | | Managing in the Global Hotel Industry | | | | | |  | | A3 | |  | | |  | | |  |  | |
| **Assessment Methods, Weight in Course Grade, Implementation and Make-Up Rules** | | | **No.** | **Type** | | | | | | **Weight** | | **Implementation Rule** | | | | **Make-Up Rule** | | | | | | | | | | |
| **A1** | **Exam** | | | | | | *30%*  *50%* | | *Midterm*  *Final* | | | |  | | | | | | | | | | |
| **A2** | **Quiz** | | | | | |  | |  | | | |  | | | | | | | | | | |
| **A3** | **Homework** | | | | | | *20%* | | *Individual* | | | |  | | | | | | | | | | |
| **A4** | **Project** | | | | | |  | |  | | | |  | | | | | | | | | | |
| **A5** | **Report** | | | | | |  | | - | | | | - | | | | | | | | | | |
| **A6** | **Presentation** | | | | | |  | | - | | | | - | | | | | | | | | | |
| **A7** | **Attendance/ Interaction** | | | | | |  | | - | | | | - | | | | | | | | | | |
| **A8** | **Class/Lab./**  **Field Work** | | | | | |  | | - | | | | - | | | | | | | | | | |
| **A9** | **Other** | | | | | |  | |  | | | |  | | | | | | | | | | |
| **TOTAL** | | | | | | | **100%** | | | | | | | | | | | | | | | | |
| **Evidence of Achievement of Learning Outcomes** | | |  | | | | | | | | | | | | | | | | | | | | | | | |
| **Method for Determining Letter Grade** | | |  | | | | | | | | | | | | | | | | | | | | | | | |
| **Teaching Methods, Student Work Load** | | | **No** | **Method** | | | | | **Explanation** | | | | | | | | | | | | | | **Hours** | | | |
| ***Time applied by instructor*** | | | | | | | | | | | | | | | | | | | | | | | |
| **1** | **Lecture** | | | | | Lecturing and utilizing the text-book and the additional readings provided by the instructor. | | | | | | | | | | | | | | 14 x 3 =42 | | | |
| **2** | **Interactive Lecture** | | | | |  | | | | | | | | | | | | | |  | | | |
| **3** | **Recitation** | | | | |  | | | | | | | | | | | | | |  | | | |
| **4** | **Laboratory** | | | | |  | | | | | | | | | | | | | |  | | | |
| **5** | **Practical** | | | | |  | | | | | | | | | | | | | |  | | | |
| **6** | **Field Work** | | | | |  | | | | | | | | | | | | | |  | | | |
| ***Time expected to be allocated by student*** | | | | | | | | | | | | | | | | | | | | | | | |
| **7** | **Project** | | | | |  | | | | | | | | | | | | | |  | | | |
| **8** | **Homework** | | | | | Students prepare an individual report | | | | | | | | | | | | | | 2 x 10 = 20 | | | |
| **9** | **Pre-class Learning of Course Material** | | | | | Students require to read the relevant chapters and academic papers before the class. | | | | | | | | | | | | | | 14 x 1 = 14 | | | |
| **10** | **Review of Course Material** | | | | | Students require to read the relevant chapters and academic papers after the class. | | | | | | | | | | | | | | 14 x 1 = 14 | | | |
| **11** | **Studio** | | | | |  | | | | | | | | | | | | | |  | | | |
| **12** | **Office Hour** | | | | | Each student requires to meet the instructor for their individual report | | | | | | | | | | | | | | 14 x 2 = 28 | | | |
| **TOTAL** | | | | | | *118* | | | | | | | | | | | | | | | | | |
| **IV. PART** | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Instructor** | | | **Name** | | | | | | Prof. Dr. F. Bike KOCAOGLU | | | | | | | | | | | | | | | | | |
| **E-mail** | | | | | | fatma.bike@antalya.edu.tr | | | | | | | | | | | | | | | | | |
| **Phone Number** | | | | | | *0242 245 00 00* | | | | | | | | | | | | | | | | | |
| **Office Number** | | | | | |  | | | | | | | | | | | | | | | | | |
| **Office Hours** | | | | | | *T 13:00-15:00* | | | | | | | | | | | | | | | | | |
| **Course Materials** | | | **Mandatory** | | | | | | *Hotel Operations Management, 2007 (2nd Ed.) Hayes & Ninemayer , Prentice Hall Publishing* | | | | | | | | | | | | | | | | | |
| **Recommended** | | | | | |  | | | | | | | | | | | | | | | | | |
| **Other** | | | **Scholastic Honesty** | | | | | |  | | | | | | | | | | | | | | | | | |
| **Students with Disabilities** | | | | | |  | | | | | | | | | | | | | | | | | |
| **Safety Issues** | | | | | |  | | | | | | | | | | | | | | | | | |
| **Flexibility** | | | | | |  | | | | | | | | | | | | | | | | | |