

ESKISEHIR OSMANGAZI UNIVERSITY / TURKEY
Course Structure Diagram For Department of Tourism and Hotel Management

COURSE CODE	YEAR/ SEMESTER	COURSE NAME	DEPARTMENT	LOCAL CREDIT			ECTS
				T	P	LC	
261111006	1/Fall	Use of Basic Information System	Tourism and Hotel Management	3	2	0	6
261112007	2/Fall	Tourism Economics	Tourism and Hotel Management	3	0	3	5
261113003	2/Fall	Management and Organization	Tourism and Hotel Management	3	0	3	5
261113005	2/Fall	Vocational English I	Tourism and Hotel Management	3	0	3	5
261115002	3/Fall	Housekeeping Management	Tourism and Hotel Management	3	2	4	6
261115005	3/Fall	English for Working Life	Tourism and Hotel Management	3	0	3	5
261115007	3/Fall	Tourism Marketing	Tourism and Hotel Management	2	0	2	3
261117003	4/Fall	E – Commerce Applications in Tourism	Tourism and Hotel Management	2	2	3	4
		TOTAL CREDIT IN FALL				21	39
261114002	2/Spring	Cost Accounting (Control)	Tourism and Hotel Management	3	0	3	5
261114004	2/Spring	Vocational English II	Tourism and Hotel Management	3	0	3	4
261116004	3/Spring	Food And Beverage Management	Tourism and Hotel Management	3	2	4	6
261116005	3/Spring	Kitchen Operations Management And Practices	Tourism and Hotel Management	3	2	4	6
261116008	3/Spring	Food Safety And Hygiene	Tourism and Hotel Management	2	0	2	3
261116002	3/Spring	Management Information Systems	Tourism and Hotel Management	3	0	3	5
261118012	4/Spring	Menu Planning	Tourism and Hotel Management	2	0	2	3
		TOTAL CREDIT IN SPRING				21	32

SEMESTER: FALL

ESKISEHIR OSMANGAZI UNIVERSITY SCHOOL OF TOURISM AND HOTEL MANAGAMENT					
DEPARTMENT COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credits	ECTS
USE OF BASIC INFORMATION TECHNOLOGY	261111006	1.Year Fall	3+2	0	5

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Assistant Prof. Yasar SARI
Instructors:	Assistant Prof. Yasar SARI
Assistants:	NONE
Goals:	The student at the end of this course, learning information technology, software-hardware and operating systems, the basic concepts, information technology and effects on the social structure and the place of the education.
Learning Outcomes :	1. Information technology, basic concepts
	2. The basic concepts related to software and hardware
	3. Operating System
	4. Presentation programs
	5. Internet practicing.
Course Content:	Computer recognition, the basic hardware elements (input units, central processing unit, output unit, operating systems, presentation programs, and internet-related concepts and application.

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	The historical development of computer technology and basic features	Creation, use, and deployment of digital information / edited by Herre van Oostendorp, Leen Breure, Andrew Dillon.
2	The computer's memory structure and functions of the central processing unit	
3	The computer's other hardware units (environmental units)	
4	Computer usage and operation. Computer operating system, the general logic of the system and short-path definition.	
5	The control panel and printers.	
6	Taskbar and Start menu, run between the command and command.	
7	Hard disk copying, formatting and sharing.	
8	Midterm test	
9	Network connections. Adding new hardware , removing equipment and the device.	
10	Add and remove programs.	
11	Describing the presentation of the use of the space program.	
12	The file, menu layout and appearance.	
13	Add and format menu.	
14	Tools menu and slide shows.	
15	Connect to the computer's internet settings and internet-related concepts.	

RESOURCES	
Main Textbook:	Creation, use, and deployment of digital information / edited by Herre van Oostendorp, Leen Breure, Andrew Dillon.
Secondary Textbooks:	Information and communication technology in organizations : adoption, implementation, use and effects / Harry Bouwman

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**DEPARTMENT
COURSE INFORMATION**

Course Title	Code	Semester	L+P Hour	Credits	ECTS
TOURISM ECONOMICS	261112002	2. Year Fall	3+0	3	5

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Assistant Prof. Arzu KILICLAR
Instructors:	Assistant Prof. Arzu KILICLAR
Assistants:	None
Goals:	At the end of this course, the student will learn the basic concepts of tourism and economics, have a general knowledge of job opportunities and investment in tourism, know about tourism revenues, know that tourism is not just about sightseeing and fun but it also has an economic dimension, learn about the monetary and real economic impact of tourism on international, national, and regional levels, know that investment in tourism creates employment and income sources.
Learning Outcomes :	<ol style="list-style-type: none"> 1. Learn the basic concepts of tourism and economy. 2. Have general knowledge about new business opportunities and investments in the tourism sector. 3. To have information about a big part of the national incomes of the tourism revenues 4. Grasps Formation and characteristics of the tourism sector 5. Grasps Tourism market with supply, demand, price formation and market types 6. Learns real and moneter economic impacts of tourism 7. Comprehend the effects of money operations upon tourism 8. Learns tourism employment effects and impact of other economic sectors
Course Content:	<ol style="list-style-type: none"> A. Tourism Economy and the Basic Concepts Related With the Tourism Economy B. Tourism Market, Tourism Supply, Tourism Demand, Determining Price in Tourism Sector, Market Types in Tourism Sector C. The Economic Effect of Tourism, the Monetary and Real Economic Effects of Tourism, The Effects of Money Operations upon Tourism

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Basic concepts of economics	<p style="text-align: center;">The Economics of tourism, Clem Tisdell (2000). Cheltenham : E. Elgar Pub</p>
2	Overview of tourism	
3	Tourism Economy	
4	Demand in tourism	
5	Supply in tourism	
6	Price-setting in tourism	
7	Consumer behaviours in tourism	
8	Mid term exam	
9	Production and company behaviours in tourism	
10	Importance of tourism in economy	
11	Tourism policies	
12	Planning in tourism	
13	Assessment of the economic impact of tourism	
14	Production and company behaviours in tourism	
15	Tourism employment effects and the Effects of Money Operations upon Tourism	

References	
Main Textbook:	The Economics of Tourism. Clem Tisdell (2000). Cheltenham : E. Elgar Pub
Secondary Textbooks:	Tourism Economics. Donald E. Lundberg, M. Krishnamoorthy, Mink H. Stavenga (1995). New York : J. Wiley.

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DEPARTMENT
COURSE INFORMATION

Course Title	Code	Semester	L+P Hour	Credits	ECTS
MANAGEMENT AND ORGANIZATION	261113003	2. Year Fall	3+0	3	5

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Assistant Prof. Cihan SECILMIS
Instructors:	Assistant Prof. Cihan SECILMIS
Assistants:	None
Goals:	At the end of this course, the student will understand and explain manager, management quality of manager, organization, function of management: planning, organising, orientation, coordination and control in enterprises. Total quality management, career management, stress management, benchmarking.
Learning Outcomes :	<ol style="list-style-type: none">1. Management and manager.2. Terms and concepts of management3. Aims of management.4. Learning of function in management.5. Management science and between relation another science6. Management approach.
Course Content:	<ol style="list-style-type: none">A. The Management Enterprise and Management FunctionsB. Terms and concepts of managementC. Classification of business.

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Term of concepts of management.	Management and organization a critical text. Stephen Linstead, Liz Fulop, Simon Lilley (2009).
2	Management function. Planning .	
3	Orientation.	
4	Coordination,	
5	Control.	
6	Organising Management science and another science relation.	
7	Management Theory	
8	Mid Term Exam	
9	Total Quality management	
10	Benchmarking	
11	Career management	
12	Classes management	
13	Exchange Management	
14	Stress Management	
15	General Assessment	

References	
Main Textbook:	Management and organization a critical text. Stephen Linstead, Liz Fulop, Simon Lilley (2009).
Secondary Textbooks:	Handbook of organization theory and management. Thomas Lynch, Peter L. Cruise (2006). Information, organization and management. Reichwald, Ralf, Wigand, Rolf. (2008).

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DEPARTMENT COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credit	ECTS
Vocational English I	261113005	2 Year FALL	3+0	3	5
Prerequisites:	No prerequisites				
Language of Instruction	English				
Course Type	COMPULSORY				
Course Coordinator	Prof. Ali ERBAS				
Instructors	Prof. Ali ERBAS				
Goals	To be able to improve themselves in thier professions by using a foreign language in their works. This course is intended for students who are in close contact with guests. It helps to enrich professional vocabulary, listening, speaking and writing skills in order to communicate successfully with the general public and should prove beneficial to all employees working in the Hotels.				
Course Content	To be able to comprehend what they hear about their professions..To be able to understand the instructions and manual books and hotel guides. These courses help the students to develop their reading, writing and comprehension skills. Exercises are done on readings related to tourism.				

WEEKLY TOPICS AND PREPARATIONS		
Weeks	Topics	Initial studies
1	Overview of the travel and tourism industry, defining the term hotel, classifying lodging operations	English For Tourism (Upper Intermediate)
2	Hotel Organization, Organization charts, classifying functional areas	
3.	Organization and main functions of room division, job descriptions of main positions	
4	Front Office, Organization, goals and strategies, work shifts, front office systems	
5	Reservations	
6	Registration	
7	Communications, guest services, guest relations	
8	MID-TERM EXAM	
9	Some Contracted Words About Their Professions Savings, Shares, Portfolio, Share Holder, Employee .	
10	Cheque, Voucher Invoice, List Of Price, Catalogue, Form, Balance, Bank Account Extract , An Organisation Scheme Of A Business , Tourism Agency.	
11	Reading Some Books About Their Professions And Follow Some Periodicals	
12	Look At Some Web-Sites In Order To Follow The New Technigues And Developments In Their Professions	
13	Front office accounting and check-out process	
14	Organizing the housekeeping department	
15	FINAL EXAM	
Main Textbook	Be My Guest (English for the Hotel Industry /Student's book) Francis O'hara / Cambridge University Press	
Secondary Textbooks	Full Steam Ahead / A. Vahit Çakır, Gül Keskil, Nilgül Şencan Dictionary of hotels, tourism and catering management / P.H. Collin The travel dictionary / Claudine Dervaes	

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**DEPARTMENT
COURSE INFORMATION**

Course Title	Code	Semester	L+P Hour	Credits	ECTS
HOUSEKEEPING MANAGEMENT	261115002	3. Year Fall	3+2	4	6

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Assistant Prof. Mehmet KASLI
Instructors:	Assistant Prof. Mehmet KASLI
Assistants:	NONE
Goals:	At the end of this course, the student will have an understanding of the significance of housekeeping in terms of good-quality and satisfactory services in hospitality, and a knowledge of personnel management for the housekeeping department.
Learning Outcomes :	<ol style="list-style-type: none"> 1. Explains.business information about the service quality standards 2. Define housekeeping cleaning and maintenance program to establish areas of responsibility with the information. 3. Explain formation of standards of labor productivity and the type of equipment and materials necessary to determine the amount of information. 4. Business diversity by opening the pre-planning and related business sectors supported by the project of collecting data to evaluate information. 5. Explain job quotas with information on the criteria set. 6. About the organization before the opening of the businesst diversity according to the business sector, supporting the project by collecting data to understand and implement the information. 7. Tourism and other economic sectors employment effects impact learning. Housekeeping information about office layout and applications. Housekeeping information about handover between shifts on and implement.
Course Content:	<ol style="list-style-type: none"> A. The Functional Information Related With Planning of the Phase of Establishing in the Facilities of Housekeeping B. The Management Information About the Organization Before the Facility is Opened at Housekeeping C. The Managing Information About Coordination Before the Opening of the Facility of the Housekeeping

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Definition and organization in Housekeeping Department	Housekeeping management. Matt A. Casado. (2000).
2	Human resources in Housekeeping Department	
3	Planning in Housekeeping Department	
4	Information flow in Housekeeping Department	
5	Control in Housekeeping Department	
6	Budgeting in Housekeeping Department	
7	Materials used in Housekeeping Department	
8	Mid term exam	
9	Cleaning in Housekeeping Department	
10	Hygiene in Housekeeping Department	
11	Use of cleaning products in Housekeeping Department	
12	Equipment used in Housekeeping Department	
13	Decoration in Housekeeping Department	
14	Laundry services in Housekeeping Department	
15	General Assessment	

References	
Main Textbook:	Housekeeping management. Matt A. Casado. (2000).
Secondary Textbooks:	Professional management of housekeeping operations. Robert J. Martin. (1998). Professional management of housekeeping operations / Thomas J.A. Jones. (2005).

ESKISEHIR OSMANGAZI UNIVERSITY SCHOOL OF TOURISM AND HOTEL MANAGAMENT DEPARTMENT COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credit	ECTS
ENGLISH FOR WORKING LIFE	261115005	3 Year FALL	3+0	0	5

Prerequisites:	No prerequisites
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Language of Instruction	English
Course Type	COMPULSORY
Course Coordinator	Prof. Ali ERBAS
Instructors	Prof. Ali ERBAS
Goals	The aims of the course mainly include writing technical reports and business letters on topics related to tourism and hotel management, preparation of curriculum vitae and statement of purpose for job application, and reading and understanding food related topics and translating them into turkish. Also, students are encouraged to actively involve in the learning process through classroom participation, group discussion and a classroom presentation projects on various topics in tourism.
Learning Outcomes	<p>Reading: Reading and / or interpreting news, articles, essays, informative and assessment reports</p> <p>Writing: Writing CVs, business communication letters, informative and assessment reports</p> <p>Speaking and listening: Expressing their knowledge and ideas in English, participating in social situations, using the telephone in business calls, holding meetings, negotiating, presenting informative or assessment reports, understanding and following teacher and student talk in academic situations and student oral presentations</p> <p>Grammar and vocabulary: Recognizing and using language structures and vocabulary related with business English</p>
Course Content	Socializing;, writing business communication letters, CV writing, developing interviewing and presentation skills, , writing informative, assessment and survey reports

WEEKLY TOPICS AND PREPARATIONS		
Weeks	Topics	Initial studies
1	Introduction to the Course Content and Requirements	English For Tourism (Upper Intermediate)
2	Cv writing : Layout and the Necessary Information	
3.	Cv writing : Assessment of Curriculum Vitaes (deadline) / Finding Job Ads	
4	Cover letter writing (key points)	
5	Preparing a Professional Presentation	
6	Assessment of cover letters (deadline) / Layout of a business letter	
7	Letter of intent - Statement of purpose letters / Letter of request	
8	MID-TERM EXAM	
9	Assessment of letters / Sample business letters / Fax messages	
10	Assessment of letters (deadline) / Sample business letters / Fax messages	
11	Business Interviews : Frequently Asked Questions	
12	Role-play activity on business interviews (assessment)	
13	Role-play activity on business interviews (assessment)	
14	Job Search Principles	
15	FINAL EXAM	
Main Textbook	Language & Communication Skills after Graduation. Ankara: METU / Nil Zelal Akar, Yurdanur Özkan & Şahika Tarhan	
Secondary Textbooks	English for tourism. Travel and hotel English / Hacer Aynur Keservuran Pehlivan English for tourism / Tara Hopkins, Don Staub	

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DEPARTMENT
COURSE INFORMATION

Course Title	Code	Semester	L+P Hour	Credits	ECTS
TOURISM MARKETING	261115007	3.Year 5. Semester	2	2	3

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Elective
Course Coordinator:	Assistant Prof. Arzu KILICLAR
Instructors:	Assistant Prof. Arzu KILICLAR
Assistants:	None
Goals:	At the end of this course, the student will be able to understand and explain the definition and functions of tourism marketing, its historical development, market surveys, product development in tourism, pricing, distribution, and related applications and developments.
Learning Outcomes :	<p>8. Know about the concept of tourism marketing.</p> <p>9. Tells selection criteria for the target market.</p> <p>10. Explains national and international tourism markets, in line with today's requirements on the implementation of strategies needed.</p> <p>11. Explain marketing mix elements (product, pricing, distribution, and promotion).</p> <p>12. Various research techniques (surveys, observation, case analysis, etc.) by taking advantage of the marketing research.</p> <p>13. Explains tourism marketing techniques</p> <p>14. Takes advantage of modern marketing techniques in the tourism market</p>
Course Content:	<p>A. The Basic Terms Related With Marketing – Tourism Marketing</p> <p>B. Market, Market Classification and Marketing Strategies in Tourism Business Enterprises</p> <p>C. The Mixture of Tourism Marketing Staff and Marketing Researches</p> <p>D. Modern Marketing Techniques in Terms of Tourism Business Enterprises</p>

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Definition And Functions Of Marketing	<p style="text-align: center;">KOTLER, P. BOWEN, C.T. MAKENS, J.C. Marketing for Hospitality and Tourism (3rd edition), Prentice Hall, 2009</p>
2	Particularities Of Tourism Services	
3	Market Surveys In Tourism	
4	Consumer Behaviours Of Tourists	
5	Selection Of The Target Market And Market Division	
6	Decisions For Tourist Products	
7	Pricing Decisions In Tourism	
8	Mid term exam	
9	Tourism Sector in the Distribution Channels	
10	Distribution In Tourism	
11	Personal Sales In Tourism	
12	Touristic Promotions Decision	
13	Tourism Marketing of the International Dimensions	
14	International Tourism Marketing Systems	
15	Main Trends in the future to appear in Tourism Marketing	

References	
Main Textbook:	KOTLER, P. BOWEN, C.T. MAKENS, J.C. Marketing for Hospitality and Tourism (3 rd edition), Prentice Hall, 2009
Secondary Textbooks:	<p>REID, R.D. BOJANIC, D.C. Hospitality Marketing Management, John Wiley and Sons, 2009</p> <p>BOWIE, D. BUTTLE, F. Hospitality marketing: An introduction, Butterworth-Heinemann, 2004</p>

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**DEPARTMENT
COURSE INFORMATION**

Course Name	Code	Semester	T+P Hour(s)	Credit	ECTS
E-COMMERCE APPLICATIONS IN TOURISM	261117003	4. Year 7.Semester	2+ 2	4	4

Prerequisite courses	No Prerequisite
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Language of instruction	English
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Type of the course	Elective
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Coordinator of the course	Assist. Prof. Yaşar SARI
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Lecturer of the course	Assist. Prof. Yaşar SARI
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Assistants of the course	
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Aim of the course	At the end of this course, students will have some information about On-line marketing and electronic commerce, e-commerce marketing mix and its effects on management, e-commerce applications, e-commerce markets; Globalization and E-Commerce, e-commerce risks, and legal regulations.
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Learning outcomes of the course	<ol style="list-style-type: none">1. Explain the description of e-commerce .2. Learn the principles and concepts of destination management organizations3. Learn the advantages and disadvantages of e-commerce.4. Have information about electronic cards and payment options.5. Learn software analysis, the best practices at architecture and design.
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Contents of the course	Electronic commerce, basic terms and definitions, and trends in the Internet economy, electronic market structure, holding the final consumer and business-to-electronic commerce transactions, the Internet and information marketing, online consumer behavior, product development on the web, internet pricing, promotion, sales techniques, e-commerce and logistics management, internet security and the legal framework; application examples.
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WEEKLY TOPICS AND RELATED PRELIMINARIES		
Weeks	Topics	Initial studies
1	Overview	Managing e – commerce, Editors: J. Botha, C. Bothma, P. Geldenhuys, Juta & Co. 2004
2	E- Commerce for destinations management organizations	
3	As a infrastructure destination management system for e-commerce	
4	Consumer web sites	
5	Networks for suppliers	
6	Tourism sector networks	
7	E-commerce for tourism SMEs	
8	MIDTERM EXAM	
9	Accommodation services	
10	Travel agencies	
11	Tour operators	
12	Events to attract visitors	
13	Internet security and the legal framework	
14	E-commerce in Turkey and in the world	
15	FINAL EXAM	

BIBLIOGRAPHY	
Textbook of the course	Managing e – commerce, Editors: J. Botha, C. Bothma, P. Geldenhuys, Juta & Co. 2004
Additional sources	E – Commerce and Web Technologies, K. Bauknecht, M. Bichler, B. Pröll (Eds.) 2004 E – Commerce and Cultural Values, T. Thanasankit, Idea Group Pub. 2003 E – Commerce: A Platform for Integrated Marketing Case Study on U.S. Retailing, I. D. Schmidt, T. Döbler, M. Schenk, 2002.

SEMESTER: SPRING

ESKISEHIR OSMANGAZI UNIVERSITY SCHOOL OF TOURISM AND HOTEL MANAGEMENT					
DEPARTMENT COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credits	ECTS
COST ACCOUNTING (Control)	261114002	2.Year Spring	3+0	3	5

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Prof. Ali ERBAS
Instructors:	Prof. Ali ERBAS
Assistants:	None
Goals:	To give training of cost accounting to our student in accordance with Turkish Charter of Account.
Learning Outcomes :	15. To introduce the basic principles and procedures of cost accounting.
	16. Solve problems in the subject areas of Job Order Cost System and Process Cost System using both historical costs and standard costs.
	17. To help student develop an understanding of cost accounting concepts and techniques, both traditional and contemporary and have opportunities to apply them to management decision.
	18. To emphasize the preparation and use of relevant information for operating, planning and control decisions as well as financial reporting
Course Content:	<p>E. Course accounting course concern with fundamental cost concepts, behavior and analysis and use of cost information to develop decision making process and outputs.</p> <p>F. This course focuses specially on cost concepts, job order and process costing, analysis of material, labor and factory overhead costs, budgeting and standard costing.</p>

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Cost concepts	Cost accounting : a managerial emphasis. Charles T. Horngren, Srikant M. Datar, George Foster. (2006).
2	Cost elements	
3	Business cost distribution methods, techniques estimation	
4	Business cost distribution methods, techniques estimation	
5	Qualitative and quantitative method and analysis techniques	
6	Cost management	
7	Cost planning	
8	Mid term exam	

9	Analysis of accounting and operational problems in enterprises	
10	Cost categorization	
11	Order to cost forms	
12	Output from the material storage and warehouse	
13	Pricing and revenue control	
14	Revenue control	
15	General Assessment	

References	
Main Textbook:	Cost accounting : a managerial emphasis. Charles T. Horngren, Srikant M. Datar, George Foster. (2006).
Secondary Textbooks:	Cost management : a strategic emphasis. Edward J. Blocher. (2005). Cost management : a strategic emphasis . Edward J. Blocher, Kung H. Chen, Thomas W. Lin.(2002). Maliyet muhasebesi. Anadolu Üniversitesi Yayınları.Ali Kartal, Hamdi Erdin Gündüz, Adnan Sevim. Editör Kerim Banar. (2010).

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**DEPARTMENT
COURSE INFORMATION**

Course Title	Code	Semester	L+P Hour	Credit	ECTS
Vocational English II	261114004	2 Year SPRING	3 + 0	0	4
Prerequisites:	No prerequisites				

Language of Instruction	English
Course Type	Compulsory
Course Coordinator	Prof. Ali ERBAS
Instructors	Prof. Ali ERBAS
Goals	To be able to improve themselves in thier professions by using a foreign language in their works.
Course Content	To be able to comprehend what they hear about their professions..To be able to understand the instructions and and manual books and hotel guides. A detailed glossary of terms in tourism is covered. Course includes verbal practices of English in tourism studies.

WEEKLY TOPICS AND PREPARATIONS

Weeks	Topics	Preparation
1	Guest supplies	English For Tourism (Upper Intermediate)
2	Guestroom cleaning	
3.	Cleaning the public areas	
4	Food Service Organizations, Types of Food Service Facilities	
5	People in Food Service	
6	Types of Service: Table Service; Buffit Service; Cafeteria Service	
7	A reservation for party at the restaurant, seating guests, dialogues	
8	MID-TERM EXAM	
9	Room service	
10	Order taking, serving, taking the bill	
11	Sales and marketing department	
12	Meeting and convention services	
13	Human resources department	
14	Financial management	
15	FINAL EXAM	
Main Textbook	Be My Guest (English for the Hotel Industry /Student's book) Francis O'hara / Cambridge University Press	
Secondary Textbooks	Full Steam Ahead / A. Vahit Çakır, Gül Keskil, Nilgöl Şencan Dictionary of hotels, tourism and catering management / P.H. Collin The travel dictionary / Claudine Dervaes	

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DEPARTMENT					
COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credits	ECTS
Food And Beverage Management	261116004	6	3+2	4	6

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Lecturer Ramazan EREN
Instructors:	Lecturer Ramazan EREN
Assistants:	None
Goals:	Giving knowledge about food and beverage department in a hotel establishments, its contents and importance; food and beverage functions; gaining some skills about food and beverage management which students need in their professional carriers.
Learning Outcomes :	<p>9. Know administrative and technical knowledge about food and beverage service.</p> <p>10. Gain skills about food and beverage operations.</p> <p>11. Know food and beverage service management and operate and manage the service operation.</p>
Course Content:	Food and beverage management's extent and importance Businesses which serve food and beverage and their characteristics Equipments used in food and beverage operations Beverages Basic service techniques International Service techniques Gastronomy, Wines, cocktails and wine service Food and beverage costs control system and its process Menu planning and menu engineering

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Food and beverage management's extent and importance	<p style="text-align: center;">Ninemeier, Jack D. 2010 Management of Food And Beverage Operations 5th Ed. Educational Institute of American Hotel & Lodging Association</p>
2	Businesses which serve food and beverage and their characteristics	
3	Equipments used in food and beverage operations	
4	Beverages	
5	Basic service techniques	
6	International Service techniques	
7	Gastronomy, Wines, cocktails and wine service	
8	Midterm exam	
9	Food and beverage costs control system and its process	
10	Menu planning and menu engineering	
11	Student practices	
12	Student practices	
13	Student practices	

14	Student practices	
15	Final Exam	

References	
Main Textbook:	Ninemeier, Jack D. 2010 Management of Food And Beverage Operations 5th Ed. Educational Institute of American Hotel & Lodging Association
Secondary Textbooks:	

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DEPARTMENT
COURSE INFORMATION

Course Title	Code	Semester	L+P Hour	Credits	ECTS
Kitchen Operations Management And Practice	261116005	6	3+2	4	6

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Lecturer Ramazan EREN
Instructors:	Lecturer Ramazan EREN
Assistants:	None
Goals:	The aim of this course is to give students an understanding of the kitchen management process, including kitchen planning, organization, directing and controlling, and to produce solutions for potential problems that may occur in this process.
Learning Outcomes :	Understand the basic principles, concepts and theories related to kitchen management, Know and practice basic cooking methods
	Gain information about food safety management systems.
	Know the potential problems that may occur in the food cycle and develop solutions for these problems.
Course Content:	The history of kitchen, basic kitchen knowledge, organizational structure of kitchen, kitchen management, safety in the kitchen, food cycle, international cuisines.

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	The history of kitchen, introduction to kitchen management and organization	The Culinary Institute of America 2007 Techniques of Healthy Cooking, Professional Edition 3rd Ed. Wiley
2	Kitchen staff, The organizational structure of kitchen and its relationship with other departments	
3	Nutrition, food stuffs	
4	Basic kitchen production knowledge	
5	Equipments used in kitchen	
6	Fundamental cooking methods in international cuisines	
7	Safety in the kitchen – food safety	
8	<i>Midterm Exam</i>	
9	Food cycle	
10	Food cycle – continued, recipes from international cuisines	
11	Student practices	
12	Student practices	
13	Student practices	
14	Student practices	
15	Student practices	

References	
Main Textbook:	The Culinary Institute of America 2007 Techniques of Healthy Cooking, Professional Edition 3rd Ed. Wiley
Secondary Textbooks:	Cichy, Ronald F. 2008 Food Safety: Managing the HACCP System 2nd Ed. Educational Institute of American Hotel & Lodging Association

ESKISEHIR OSMANGAZI UNIVERSITY					
SCHOOL OF TOURISM AND HOTEL MANAGMENT					
DEPARTMENT					
COURSE INFORMATION					
Course Title	Code	Semester	L+P Hour	Credits	ECTS
Food Safety And Hygiene	261116008	6	2	2	3

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Lecturer Ramazan EREN
Instructors:	Lecturer Ramazan EREN
Assistants:	NONE
Goals:	This course will provide an understanding of the principles and framework of food safety in order to avoid food contamination and to ensure the hygiene practices in each stage of the food production system, from purchasing to the service stage.
Learning Outcomes :	Gain detailed information about the national and international food safety management systems.
	Identify the factors causing food contamination.
	Understand the importance of food safety and personnel hygiene at food and beverage operations.
Course Content:	Hygiene, sanitation, food contamination, food safety management systems, HACCP, personnel hygiene.

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Basic concepts about food safety	Marriott, N. G. & Gravani, R. B. (2006). Principles of Food Sanitation. (5th ed.). USA: Springer Publishing.
2	Hygiene and sanitation	
3	Nutrition, food stuffs, and nourishment mistakes	
4	Factors causing food contamination	
5	Bacteria	
6	How bacteria gets into food, foodborne illness	
7	How to ensure hygiene while purchasing foods	
8	<i>Midterm Exam</i>	
9	How to ensure hygiene while storing foods	
10	How to ensure hygiene while preparing, cooking or servicing the foods	
11	Food safety management systems: HACCP (Hazard Analysis and Critical Control Points)	
12	Food safety management systems: ISO 22000	

13	Personal hygiene, general cleaning and safety instruction for personal hygiene	
14	The use of detergents and disinfections	
15	Garbage collection, how to fight against insects and rodents	

RESOURCES	
Main Textbook:	Marriott, N. G. & Gravani, R. B. (2006). Principles of Food Sanitation. (5th ed.). USA: Springer Publishing.
Secondary Textbooks:	Cichy, R. F. (2006). Food Safety: Managing with the HACCP System. (2nd ed.). USA: The Educational Institute of American Hotel & Lodging Association.

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**DEPARTMENT
COURSE INFORMATION**

Course Title	Code	Semester	L+P Hour	Credits	ECTS
MANAGEMENT INFORMATION SYSTEMS	261116002	3.Year 6. Semester	3	3	5

Prerequisites:	No prerequisites
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Language of Instruction:	English
Course Type:	Compulsory
Course Coordinator:	Assistant Prof. Yasar SARI
Instructors:	Assistant Prof. Yasar SARI
Assistants:	None
Goals:	At the end of this course, students will learn and use a portion of which have to use the information in the process of decision support modern enterprises producing basic concepts and applications of information systems and information technologies.
Learning Outcomes :	1. Learns the descriptions, differences and importance of datas.
	2. Learns the different information systems.
	3. Learns the design and installation of data base.
	4. Learns the differences of information systems and technology.
	5. Grasps information technologies and it's politics.
	6. Learns the telecommunications and networks.
	7. Descript new information technologies and explain their impacts to our life.
	8. Grasps the importance of information system projects for companies and evaluates these projects.
Course Content:	Initiatives, information technology and policy, information system software, telecommunications and networks, the Internet and new information technology infrastructure, the establishment of integrated management information system, information system projects, the value, the application process and management, information management, artificial intelligence and management decision support systems, information security systems, international information systems.

Preparatory pages for weekly topics		
Weeks	Topics	Initial studies
1	Initiatives	Management Information Systems, Sixth Edition, Effy Oz, (2008)
2	Modern information system and digital businesses	
3	Business information systems	
4	Information system software	
5	Business management, business strategy and information systems	
6	Information technology and policy	
7	Midterms	
8	Telecommunications and networks	
9	Internet and new information technology infrastructure	
10	The establishment of an integrated business information system	
11	The value of information system projects and the implementation process	
12	Information management, artificial intelligence and management decision support systems	
13	Information security systems	
14	International information systems	
15	Final Exam	

References	
Main Textbook:	Management Information Systems, Sixth Edition, Effy Oz, (2008)
Secondary Textbooks:	Management Information Systems: A Managerial Perspective, <u>Uma G. Gupta</u> , West Pub. Co. (1996) Management Information Systems, <u>Raymond McLeod</u> , <u>George P. Schell</u> , (2007) Management Information Systems, <u>James O'Brien</u> , <u>James A. O'Brien</u> , <u>George Marakas</u> , (2010).