

CALL CENTER SERVICES

1ST GRADE

MARKETING PRINCIPLES	Lecturer Reyhan MEÇ	29 November 2020 Sunday	18:00	ONLINE QUIZ
INFORMATION TECHNOLOGIES	Lecturer Ekrem Eşref KILINÇ	1 December 2020 Tuesday	19:30	ONLINE QUIZ
FOREIGN LANGUAGE I (ENGLISH)	Lecturer Nuri Suderin GÜVEN	2 December 2020 Wednesday	21:00	ONLINE QUIZ
USAGE OF TECHNOLOGY	Lecturer Dr. Rana İÇMEN	3 December 2020 Thursday	15:30	ONLINE QUIZ
CONSUMER LEGISLATION	Lecturer Reyhan MEÇ	5 December 2020 Saturday	15:30	ONLINE QUIZ
KEYBOARD TECHNIQUES	Lecturer Dr. Tülay ÖZKAN	9 December 2020 Wednesday	21:00	ONLINE QUIZ
COMMUNICATION SKILLS	Lecturer Umut ÖKTEM	10 December 2020 Thursday	15:00	HOMEWORK
BASIC FUNDAMENTALS OF LAW	Lecturer Müşerref ÇOKSAK	11 December 2020 Friday	21:00	ONLINE QUIZ
INTRODUCTION INTO BUSINESS MATHEMATICS	Lecturer Mehmet VARKAL	13 December 2020 Sunday	15:00	ONLINE QUIZ

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2ND GRADE

CASE STUDY	Lecturer Dr. Hasret ÖZTÜRK	30 November 2020 Monday	18:00	HOMEWORK
MANAGEMENT OF CALL CENTER	Lecturer Dr. Hasret ÖZTÜRK	2 December 2020 Wednesday	16:00	HOMEWORK
TURKISH LANGUAGE	Lecturer Kemal ERDEM	3 December 2020 Thursday	17:00	ONLINE QUIZ
MANAGEMENT OF HUMAN RESOURCES	Lecturer Raşit ACAR	4 December 2020 Friday	16:00	HOMEWORK
PRINCIPLES OF ATATURK AND HISTORY OF REVOLUTION	Lecturer Lütfi YILMAZ	4 December 2020 Friday	17:00	ONLINE QUIZ
ORIENTED STUDY	Lecturer Mehmet VARKAL	6 December 2020 Sunday	19:30	HOMEWORK
MANAGEMENT OF ACTIVE TEAM PERFORMANCE AT CALL CENTER	Lecturer Fatih GÜNDOĞDU	8 December 2020 Tuesday	17:00	HOMEWORK
BEHAVIOURAL SCIENCES	Lecturer Mehmet VARKAL	9 December 2020 Wednesday	16:30	HOMEWORK
BASIC PURCHASE TECHNIQUES AT CALL CENTERS	Lecturer Reyhan MEÇ	10 December 2020 Thursday	18:30	ONLINE QUIZ
ADVERTISING MANAGEMENT	Lecturer Reyhan MEÇ	12 December 2020 Saturday	15:00	ONLINE QUIZ
WORKPLACE EDUCATION	Lecturer Umut ÖKTEM	13 December 2020 Sunday	21:00	HOMEWORK