

CALL CENTER SERVICES

1st Grade

INTRODUCTION INTO BUSINESS MATHEMATICS	Lecturer Mehmet VARKAL	18 January 2021 Monday	20.00	ONLINE QUIZ
MARKETING PRINCIPLES	Lecturer Reyhan MEÇ	19 January 2021 Tuesday	20.00	ONLINE QUIZ
INFORMATION TECHNOLOGIES	Lecturer Ekrem Eşref KILINÇ	20 January 2021 Wednesday	18.30	ONLINE QUIZ
FOREIGN LANGUAGE I (ENGLISH)	Lecturer Nuri Suderin GÜVEN	21 January 2021 Thursday	18.30	ONLINE QUIZ
BASIC FUNDAMENTALS OF LAW	Lecturer Müşerref ÇOKSAK	22 January 2021 Friday	20.00	ONLINE QUIZ
COMMUNICATION SKILLS	Lecturer Umut ÖKTEM	23 January 2021 Saturday	20.00	ONLINE QUIZ
KEYBOARD TECHNIQUES	Lecturer Dr. Tülay ÖZKAN	24 January 2021 Sunday	20.00	ONLINE QUIZ
USAGE OF TECHNOLOGY	Lecturer Dr. Rana İÇMEN	25 January 2021 Monday	20.00	ONLINE QUIZ
CONSUMER LEGISLATION	Lecturer Reyhan MEÇ	26 January 2021 Tuesday	20.00	ONLINE QUIZ

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2nd Grade

MANAGEMENT OF CALL CENTER	Lecturer Dr. Hasret ÖZTÜRK	18 January 2021 Monday	16.30	HOMEWORK
BEHAVIOURAL SCIENCES	Lecturer Mehmet VARKAL	19 January 2021 Tuesday	16.30	HOMEWORK
MANAGEMENT OF HUMAN RESOURCES	Lecturer Raşit ACAR	21 January 2021 Thursday	16.30	HOMEWORK
CASE STUDY	Lecturer Dr. Hasret ÖZTÜRK	22 January 2021 Friday	16.30	HOMEWORK
TURKISH LANGUAGE	Lecturer Kemal ERDEM	22 January 2021 Friday	17.00	ONLINE QUIZ
PRINCIPLES OF ATATURK AND HISTORY OF REVOLUTION	Lecturer Lütfi YILMAZ	23 January 2021 Saturday	17.00	ONLINE QUIZ
ORIENTED STUDY	Lecturer Mehmet VARKAL	24 January 2021 Sunday	16.30	HOMEWORK
BASIC PURCHASE TECHNIQUES AT CALL CENTERS	Lecturer Reyhan MEÇ	26 January 2021 Tuesday	16.30	ONLINE QUIZ
MANAGEMENT OF ACTIVE TEAM PERFORMANCE AT CALL CENTER	Lecturer Fatih GÜNDOĞDU	27 January 2021 Wednesday	16.30	ONLINE QUIZ
WORKPLACE EDUCATION	Lecturer Umut ÖKTEM	27 January 2021 Wednesday	21.00	HOMEWORK
ADVERTISING MANAGEMENT	Lecturer Reyhan MEÇ	28 January 2021 Thursday	16.30	ONLINE QUIZ