

CALL CENTER SERVICES PROGRAM
1ST GRADE DAYTIME AND EVENING EDUCATION
MAKE UP EXAMINATION PROGRAM

PROGRAM	TITLE OF THE COURSE	LECTURER	DATE	HOUR	TYPE OF EXAMINATION
CALL CENTER SERVICES	INTRODUCTION INTO BUSINESS MATHEMATICS	Lecturer Mehmet VARKAL	07 February 2021 Sunday	20:00	ONLINE QUIZ
CALL CENTER SERVICES	FOREIGN LANGUAGE I (ENGLISH)	Lecturer Nuri Suderin GÜVEN	08 February 2021 Monday	15:00	ONLINE QUIZ
CALL CENTER SERVICES	MARKETING PRINCIPLES	Lecturer Reyhan MEÇ	08 February 2021 Monday	20:00	ONLINE QUIZ
CALL CENTER SERVICES	KEYBOARD TECHNIQUES	Lecturer Dr. Tülay ÖZKAN	09 February 2021 Tuesday	18:30	ONLINE QUIZ
CALL CENTER SERVICES	INFORMATION TECHNOLOGIES	Lecturer Ekrem Eşref KILINÇ	09 February 2021 Tuesday	15:00	ONLINE QUIZ
CALL CENTER SERVICES	USAGE OF TECHNOLOGY	Lecturer Dr. Rana İÇMEN	10 February 2021 Wednesday	20:00	ONLINE QUIZ
CALL CENTER SERVICES	BASIC FUNDAMENTALS OF LAW	Lecturer Müşerref ÇOKSAK	10 February 2021 Wednesday	18:30	ONLINE QUIZ
CALL CENTER SERVICES	COMMUNICATION SKILLS	Lecturer Umut ÖKTEM	11 February 2021 Thursday	19:30	ONLINE QUIZ
CALL CENTER SERVICES	CONSUMER LEGISLATION	Lecturer Reyhan MEÇ	12 February 2021 Friday	20:00	ONLINE QUIZ

CALL CENTER SERVICES PROGRAM
2ND GRADE DAYTIME AND EVENING EDUCATION
MAKE UP EXAMINATION PROGRAM

PROGRAM	TITLE OF THE COURSE	LECTURER	DATE	HOUR	TYPE OF EXAMINATION
CALL CENTER SERVICES	MANAGEMENT OF CALL CENTER	Lecturer Dr. Hasret ÖZTÜRK	06 February 2021 Saturday	16:30	HOMEWORK
CALL CENTER SERVICES	BASIC PURCHASE TECHNIQUES AT CALL CENTERS	Lecturer Reyhan MEÇ	06 February 2021 Saturday	16:30	ONLINE QUIZ
CALL CENTER SERVICES	PRINCIPLES OF ATATURK AND HISTORY OF REVOLUTION	Lecturer Lütfi YILMAZ	06 February 2021 Saturday	15:00	ONLINE QUIZ
CALL CENTER SERVICES	MANAGEMENT OF ACTIVE TEAM PERFORMANCE AT CALL CENTER	Lecturer Fatih GÜNDOĞDU	07 February 2021 Sunday	16:30	ONLINE QUIZ
CALL CENTER SERVICES	TURKISH LANGUAGE	Lecturer Kemal ERDEM	07 February 2021 Sunday	15:00	ONLINE QUIZ
CALL CENTER SERVICES	BEHAVIOURAL SCIENCES	Lecturer Mehmet VARKAL	07 February 2021 Sunday	16:30	HOMEWORK
CALL CENTER SERVICES	ORIENTED STUDY	Lecturer Mehmet VARKAL	08 February 2021 Monday	16:30	HOMEWORK
CALL CENTER SERVICES	ADVERTISING MANAGEMENT	Lecturer Reyhan MEÇ	08 February 2021 Monday	16:30	ONLINE QUIZ
CALL CENTER SERVICES	MANAGEMENT OF HUMAN RESOURCES	Lecturer Raşit ACAR	09 February 2021 Tuesday	16:30	HOMEWORK
CALL CENTER SERVICES	CASE STUDY	Lecturer Dr. Hasret ÖZTÜRK	10 February 2021 Wednesday	16:30	HOMEWORK
CALL CENTER SERVICES	WORKPLACE EDUCATION	Lecturer Umut ÖKTEM	11 February 2021 Thursday	21:00	HOMEWORK