INTERCOLLEGE

Course Syllabus

Course Code	Course Title	ECTS Credits
HSPO-113	Hospitality Information Systems	4
Prerequisites	**Department**	**Semester**
HSPO-102	Hospitality	Spring
Type of Course	**Field**	**Language of Instruction**
Required	Technology	English
Level of Course	**Lecturer(s)**	**Year of Study**
Diploma	Mr. Antonis Petrou	1st
Mode of Delivery	**Work Placement**	**Corequisites**
Face to Face	1	None

Course Objectives:

The main objectives of the course are to:

1. Prepare students to meet the challenges associated with Information Systems within the Hospitality Industry.
2. Gain an insight into workings of computer systems used in the Hospitality Industry
3. Identify the use and knowledge in the significance of information technology to an enterprise.
4. Introduce and apply training on Point of Sale Systems, Property Management Systems (PMS), Back office systems in hospitality operations

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Analyze the role of technology in hospitality businesses and its impact on customer satisfaction and business operations.
2. Understand the principles of data management and analysis for hospitality businesses, including data privacy and security.
3. Apply project management skills to implement a hospitality information system, including project planning, risk management, and stakeholder communication.
4. Identify, describe and differentiate between both front house and back house property management system modules.
5. Identify standalone technology systems that may interface with PMS

6. Describe the basic functions of a point of sale system (POS)
7. Identify and describe system input, output, external storage and hardware components.
8. Distinguish global distribution systems from internet distribution systems and distinguish affiliated from non-affiliated reservation systems.
9. Identify and describe the functions and features performed by a central reservation system and the reservation system of a property management system.
10. Describe and interpret management reports that pertain to reservation systems.
11. Identify features and functions of the Rooms management and Guest accounting applications modules.

Course Content:

1. Hospitality Technology Systems: Introduction to Property Management Systems and the front office modules of: reservations, room management and guest accounting. PMS Interfaces, Point of Sale Systems, Sales and Catering systems and E-commerce.
2. Technology Components / Generic Application software / Micros Fidelio –Introduction / ALOHA –introduction: Revisiting input and output components, the CPU, external storage devices and related components and systems.
3. Reservation Systems: A brief Introduction to Amadeus and E-distribution systems. Intersell agencies, Central Reservation Systems and property level reservations systems.
4. Rooms Management and Guest Accounting Applications: focusing on the rooms management modules predominantly the Rooms and Guest accounting modules
5. Property Management Systems Interfaces: system interface issues while expanding on POS systems, Call accounting systems and electronic locking systems, energy management systems (EMS), auxiliary guest services and guest operated devices.
6. Point of Sale Technology: Order entry units, printers, account settlement and POS software.
7. Food and Beverage Management Applications: Recipe management, menu management Overview of foodservice software(integrated)
8. Selecting and Implementing Computer Systems: Analysing current information needs, establishing systems requirements, requesting proposals from vendors

Learning Activities and Teaching Methods:

PowerPoint Lectures, Lab Session Applications, Case Study Analyses

Assessment Methods:

Class/Labs Participation, Assignments, Mid-Term Exam, Final Exam

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Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Information Systems in Hotels	Kozlov, D.	Kindle Direct	2019	978-1793148476
Hotel Management Information System	Hong, L	Electronic Industry Press	2020	978-7121397165

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Tourism Information Technology	Benckendorff, P.	CABI	2019	9781786393432
Information Technology Essentials	Frick, E.	Eric Frick	2021	978-1708175146