



UNIVERSITY OF NICOSIA

ΠΑΝΕΠΙΣΤΗΜΙΟ ΛΕΥΚΩΣΙΑΣ

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| Course Code HOSP - 310 | Course Title Hospitality Information Systems | ECTS Credits 6 |
| Department HT&S Management | Semester Fall, Spring | Prerequisites None |
| Type of Course Major | Field Hospitality | Language of Instruction English |
| Level of Course 1 st Cycle | Year of Study 3 rd | Lecturer George Panayiotou |
| Mode of Delivery face-to-face | Work Placement N/A | Co-requisites None |

Objectives of the Course:

The main objectives of the course are to:

- Help to prepare students to meet the challenges associated with Hospitality Information Systems with in the Hospitality Industry.
- Gain an insight into workings of computer systems used in the hospitality industry
- Identify the use and knowledge in the significance of information technology to an enterprise.
- Introduce and apply training on Point of Sale Systems.

Learning Outcomes:

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

- **Describe** the basic functions common to property management systems
- **Identify, describe and differentiate between** both front house and backhouse property management system modules.
- **Identify stand alone technology systems** that may interface with PMS
- **Describe the basic functions** of a point of sale system(POS)
- **Identify and Describe system input, output, external storage and hardware components.**
- **Distinguish global distribution systems** from internet distribution systems and distinguish affiliated from non-affiliated reservation systems.
- **Identify and describe the functions and features** performed by a central reservation system and the reservation system of a property management system.
- **Describe and interpret** management reports that pertain to reservation systems.
- **Identify features and functions** of the Rooms management and Guest

accounting applications modules.

- **Identify features and functions** of an energy management system, point of sale system, call accounting system, electronic locking systems, guest operated devices and relevant interface systems
- **Identify and describe the features and functions of point of sale technology.**
- Identify describe and explain the features and functions of the Food and beverage applications, and accounting applications
- **Identify describe and explain the purpose of information management** as it pertains to the industry, how systems are selected and what are the requirements of these.
- **Identify environmental, electronic, and operational threats** to information systems and how to implement systems security.

Course Contents:

- 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, what are 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 Auxiliary Guest services and Guests 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. Accounting Applications:** A breakdown of the modules of: Accounts Receivable, Accounts Payable, Payroll, Inventory, and purchasing
- 9. Selecting and Implementing Computer Systems:** Analyzing current information needs, establishing systems requirements, requesting proposals from vendors
- 10. Information Management:** An overview of Management information systems, electronic data processing and database management.
- 11. Systems and Security Maintenance:** Looks at environmental and electronic threats and protection, as well as operational threats and precautions with general principles of system security and maintenance.

Learning Activities and Teaching Methods

PowerPoint Lectures, lab workshop assignments, practical exercises, student presentations/assignments

Assessment Methods

Students' PowerPoint presentations, assignments, exercises , Midterm exam, Final exam

Required Textbooks

| Authors | Title | Publisher | Year | ISBN |
|------------------------------|---|--|------|---------------|
| Kasavana M L. and Cahill J J | <i>Hospitality Industry Computer Systems, 2003.</i> 5 th ed | The Educational Institute of the American Hotel and Motel Association. | 2007 | 0-86612-296-2 |
| Kasavana M L. and Cahill J J | <i>Hospitality Industry Computer Systems, 2003.</i> 4 th ed | The Educational Institute of the American Hotel and Motel Association. | 2003 | 0-86612-251-6 |
| George Panayiotou. | <i>HOSP-310 Lecture Notes</i> | n/a | 2009 | n/a |

Recommended Textbooks/Reading

| Authors | Title | Publisher | Year | ISBN |
|--------------|------------------------------------|----------------------------------|------|-------------------|
| LATTIN, G. W | <i>The Lodging and Foodservice</i> | The Educational Institute of the | 2005 | 978-0-86612-270-2 |

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| | <i>Industry.</i> 6 th ed. | American Hotel and Motel Association. | | |
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