DEREE COLLEGE SYLLABUS FOR:		US CREDITS: 3/1/3
HT 2116 HOSPITALITY INFORMATION SYSTEMS – LEVEL 4		**UK CREDITS: 15**
(Updated Fall 2021)		

PREREQUISITES:	CS 1070 Introduction to Information Systems
CATALOG DESCRIPTION:	The application and use of information systems in the hospitality industry. Support of tourism and hospitality operations through a Property Management System (PMS) solution.
RATIONALE:	The course is designed to help students studying hospitality management acquire knowledge and develop digital skills in today's dynamic hospitality industry, by providing hands-on training on software solutions widely used in the hospitality industry.
LEARNING OUTCOMES:	As a result of taking this course the student should be able to: 1. Describe how key information systems applications support business processes in the international hospitality industry. 2. Discuss the role of management in the design and implementation of information systems supporting the various aspects of the hospitality industry. 3. Apply an information system to manage tourism and hospitality services.
METHOD OF TEACHING AND LEARNING:	In congruence with the teaching and learning strategy of the college, the following tools are used: ➢ Lectures, class discussions, and review of cases taken from the real world and applicable to specific theoretical concepts. ➢ Laboratory practical sessions involving training and practice on property management tools. ➢ Office hours: Students are encouraged to make full use of the office hours of their instructor, where they can ask questions and go over lecture material. ➢ Use of the Blackboard Learning platform, where instructors post lecture notes, assignment instructions, timely announcements, as well as additional resources.
ASSESSMENT:	**Summative:** <table><tr><td>**First Assessment**: Coursework (use of a PMS software)</td><td>**40%**</td></tr><tr><td>**Final Assessment**: In-class written examination (Two-hour, closed-book)</td><td>**60%**</td></tr></table> **Formative:** <table><tr><td>Diagnostic test, case study discussions, computer lab assignments</td><td>**0%**</td></tr></table> The formative assessments aim to prepare students for the summative assessments. The first assessment tests Learning Outcome 3. The final assessment tests Learning Outcomes 1 and 2. Students are required to resit any failed assessments in this module.

INDICATIVE READING:	**REQUIRED MATERIAL**: • Kasavana, M. L., and Cahill, J. J. (2016) *Managing Technology in the hospitality industry*, Lansing, MI: American Hotel & Lodging Association, digital edition.
	RECOMMENDED READING BOOKS • Buhalis, D., *Etourism: Information Technology For Strategic Tourism Management*,Pearson (Financial Times/Prentice Hall), London , latest edition ARTICLES • Guttentag, D. A. (2010) "Virtual reality: Applications and implications for tourism", *Tourism Management*, 31(5), 637-651. • Kansakar et al., (2017) "Technology in Hospitality Industry: Prospects and Challenges." • Law, R., Buhalis, D., and Cobanoglu, C. (2014) Progress on information and communication technologies in hospitality and tourism, *International Journal of Contemporary Hospitality Management*, 26(5), 727-750 • Liu, S. and Mattila A. (2016), "Using Comparative Advertising to Promote Technology-Based Hospitality Services.", *Cornell Hospitality Quarterly* 57(2), 162-71 • Ünalan, D. (2012) "Technological Advances in Hospitality and Tourism Marketing and Management"*, Journal of Hospitality and Tourism Technology,* 3(2). **The reading list will be regularly updated and posted on the Blackboard.*
INDICATIVE MATERIAL: *(e.g. audiovisual, digital material, etc.)*	**REQUIRED MATERIAL: N/A** **RECOMMENDED MATERIAL: N/A**
COMMUNICATION REQUIREMENTS:	Use of appropriate academic conventions as applicable in oral and written communications.
SOFTWARE REQUIREMENTS:	Property Management Systems software
WWW RESOURCES:	http://www.eiacademic.com/sa http://www.ifitt.org/ www.sap.com, www.oracle.com, www.netsuite.com, www.computerworld.com, www.microsoft.com, www.truste.com, http://www.informationweek.com/ www.cio.com https://eduglopedia.org/ https://www.itbusinessedge.com/ https://www.cnet.com/

INDICATIVE CONTENT:	1. Hospitality Technology Systems
	2. Hospitality Technology Components
	3. Reservation Systems
	4. Rooms Management and Guest Accounting Applications
	5. Property Management System Interfaces
	6. Point-of-Sale Technology
	7. Food and Beverage Management Applications
	8. Sales and Catering Applications
	9. Accounting Applications
	10. Information Management