

<b>DEREE COLLEGE SYLLABUS FOR:</b>		<b>US CREDITS: 3/1/3</b>						
<b>HT 2116 HOSPITALITY INFORMATION SYSTEMS – LEVEL 4</b>		<b>UK CREDITS: 15</b>						
(Updated Fall 2021)								
<b>PREREQUISITES:</b>	CS 1070 Introduction to Information Systems							
<b>CATALOG DESCRIPTION:</b>	The application and use of information systems in the hospitality industry. Support of tourism and hospitality operations through a Property Management System (PMS) solution.							
<b>RATIONALE:</b>	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.							
<b>LEARNING OUTCOMES:</b>	<p>As a result of taking this course the student should be able to:</p> <ol style="list-style-type: none"> <li>1. Describe how key information systems applications support business processes in the international hospitality industry.</li> <li>2. Discuss the role of management in the design and implementation of information systems supporting the various aspects of the hospitality industry.</li> <li>3. Apply an information system to manage tourism and hospitality services.</li> </ol>							
<b>METHOD OF TEACHING AND LEARNING:</b>	<p>In congruence with the teaching and learning strategy of the college, the following tools are used:</p> <ul style="list-style-type: none"> <li>➤ Lectures, class discussions, and review of cases taken from the real world and applicable to specific theoretical concepts.</li> <li>➤ Laboratory practical sessions involving training and practice on property management tools.</li> <li>➤ 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.</li> <li>➤ Use of the Blackboard Learning platform, where instructors post lecture notes, assignment instructions, timely announcements, as well as additional resources.</li> </ul>							
<b>ASSESSMENT:</b>	<p><b>Summative:</b></p> <table border="1"> <tr> <td><b>First Assessment:</b> Coursework (use of a PMS software)</td> <td><b>40%</b></td> </tr> <tr> <td><b>Final Assessment:</b> In-class written examination (Two-hour, closed-book)</td> <td><b>60%</b></td> </tr> </table> <p><b>Formative:</b></p> <table border="1"> <tr> <td>Diagnostic test, case study discussions, computer lab assignments</td> <td><b>0%</b></td> </tr> </table> <p>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.</p> <p>Students are required to resit any failed assessments in this module.</p>		<b>First Assessment:</b> Coursework (use of a PMS software)	<b>40%</b>	<b>Final Assessment:</b> In-class written examination (Two-hour, closed-book)	<b>60%</b>	Diagnostic test, case study discussions, computer lab assignments	<b>0%</b>
<b>First Assessment:</b> Coursework (use of a PMS software)	<b>40%</b>							
<b>Final Assessment:</b> In-class written examination (Two-hour, closed-book)	<b>60%</b>							
Diagnostic test, case study discussions, computer lab assignments	<b>0%</b>							

<p><b>INDICATIVE READING:</b></p>	<p><b>REQUIRED MATERIAL:</b></p> <ul style="list-style-type: none"> <li>• Kasavana, M. L., and Cahill, J. J. (2016) <i>Managing Technology in the hospitality industry</i>, Lansing, MI: American Hotel &amp; Lodging Association, digital edition.</li> </ul>
	<p><b>RECOMMENDED READING</b></p> <p>BOOKS</p> <ul style="list-style-type: none"> <li>• Buhalis, D., <i>Etourism: Information Technology For Strategic Tourism Management</i>, Pearson (Financial Times/Prentice Hall), London , latest edition</li> </ul> <p>ARTICLES</p> <ul style="list-style-type: none"> <li>• Guttentag, D. A. (2010) “Virtual reality: Applications and implications for tourism”, <i>Tourism Management</i>, 31(5), 637-651.</li> <li>• Kansakar et al., (2017) "Technology in Hospitality Industry: Prospects and Challenges."</li> <li>• Law, R., Buhalis, D., and Cobanoglu, C. (2014) Progress on information and communication technologies in hospitality and tourism, <i>International Journal of Contemporary Hospitality Management</i>, 26(5), 727-750</li> <li>• Liu, S. and Mattila A. (2016), “Using Comparative Advertising to Promote Technology-Based Hospitality Services.”, <i>Cornell Hospitality Quarterly</i> 57(2), 162-71</li> <li>• Ünalan, D. (2012) “Technological Advances in Hospitality and Tourism Marketing and Management”, <i>Journal of Hospitality and Tourism Technology</i>, 3(2).</li> </ul> <p><i>*The reading list will be regularly updated and posted on the Blackboard.</i></p>
<p><b>INDICATIVE MATERIAL:</b> (e.g. audiovisual, digital material, etc.)</p>	<p><b>REQUIRED MATERIAL: N/A</b></p> <p><b>RECOMMENDED MATERIAL: N/A</b></p>
<p><b>COMMUNICATION REQUIREMENTS:</b></p>	<p>Use of appropriate academic conventions as applicable in oral and written communications.</p>
<p><b>SOFTWARE REQUIREMENTS:</b></p>	<p>Property Management Systems software</p>
<p><b>WWW RESOURCES:</b></p>	<p><a href="http://www.eiacademic.com/sa">http://www.eiacademic.com/sa</a>  <a href="http://www.ifitt.org/">http://www.ifitt.org/</a>  <a href="http://www.sap.com">www.sap.com</a>, <a href="http://www.oracle.com">www.oracle.com</a>, <a href="http://www.netsuite.com">www.netsuite.com</a>, <a href="http://www.computerworld.com">www.computerworld.com</a>, <a href="http://www.microsoft.com">www.microsoft.com</a>, <a href="http://www.truste.com">www.truste.com</a>,  <a href="http://www.informationweek.com/">http://www.informationweek.com/</a>  <a href="http://www.cio.com">www.cio.com</a>  <a href="https://eduglopedia.org/">https://eduglopedia.org/</a>  <a href="https://www.itbusinessedge.com/">https://www.itbusinessedge.com/</a>  <a href="https://www.cnet.com/">https://www.cnet.com/</a></p>

**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