

SYLLABUS

Academic year 2018-2019

1. Information regarding the programme

1.1. Higher education institution	Babeș-Bolyai University
1.2. Faculty	Business
1.3. Department	Hospitality
1.4. Field of study	Business administration
1.5. Study cycle	Bachelor
1.6. Study programme / Qualification	Administrarea Afacerilor în Servicii de Ospitalitate (engleză)/ Hospitality Business Administration

2. Information regarding the course

2.1. Name of the course	Hospitality Information Systems						
2.2. Code	ILE0061						
2.3. Course coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.4. Seminar/laboratory coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.5. Year of study	3	2.6. Semester	2	2.7. Type of evaluation	C	2.8. Type of course	Elective

3. Total estimated time (hours/semester of didactic activities)

3.1. Hours per week	3	Of which: 3.2. lecture	2	3.3 seminar/laboratory	1
3.4. Total hours in the curriculum	36	Of which: 3.5. lecture	24	3.6. seminar/laboratory	12
Time allotment:					hours
Learning using manual, course support, bibliography, course notes					20
Additional documentation (in libraries, on electronic platforms, field documentation)					16
Preparation for seminars/labs, homework, papers, portfolios and essays					16
Tutorship					2
Evaluations					2
Other activities:					8
3.7. Total individual study hours	64				
3.8. Total hours per semester	100				
3.9. Number of ECTS credits	4				

4. Prerequisites (if necessary)

4.1. curriculum	
4.2. competencies	

5. Conditions (if necessary)

5.1. for the course	Videoprojector, computer, Medallion PMS, eXpresSoft Check, eXpresSoft Master, ibelsa.rooms, Restaurant POS.
5.2. for the seminar /lab activities	Videoprojector, computer, Medallion PMS, eXpresSoft Check, eXpresSoft Master, ibelsa.rooms, Restaurant POS.

6. Specific competencies acquired

Professional competencies	<ul style="list-style-type: none"> data gathering; preparation, management, and operation of information systems for data processing and analysis in order to solve business specific problems; carrying out several business strategic and tactical actions in accordance with its core organisational policy and directions of decision-making factors
Transversal competencies	<ul style="list-style-type: none"> identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient work within a team

7. Objectives of the course (outcome of the acquired competencies)

7.1. General objective of the course	This course is design to introduce students to Hospitality Information Systems and will give students a fundamental understanding of this type of information systems and also a practical experience with Property Management Systems (Medallion and ibelsa.rooms) and Restaurant management systems (eXpresSoft Check, eXpresSoft Master)
7.2. Specific objective of the course	By the end of this course students will be able: to use Medallion and ibelsa.rooms to add reservations, to check-in and checkout a reservation, to add payments and other specific operations. Students will be able to use eXpresSoft Check, eXpresSoft Master and restaurant POS to open a table, to add orders, payments, receipts, menus and for inventory management.

8. Content

8.1. Course	Teaching Method	Remarks
1 Information Systems - Basic concepts	lecture, discussion.	1 lecture
2 Components of information systems for hospitality. Information system design.	lecture, discussion.	1 lecture
3 Property Management Systems - Medallion	lecture, step-by-step training, discussion.	3 lectures
4 Property Management Systems – ibelsa.rooms	lecture, step-by-step training, discussion.	2 lectures
5 Restaurant POS (eXpresSoft Check)	lecture, step-by-step training, discussion.	1 lecture
6 Restaurant Management systems	lecture, step-by-step training, discussion.	2 lectures

8.1. Course		Teaching Method	Remarks
7	Revenue Management Systems	lecture, step-by-step training, discussion.	1 lecture
Bibliography		1. Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 2. Nyheim, Peter D., McFadden, Francis M., Connolly, D. J. (2005), Technology Strategies for The Hospitality Industry, Pearson Prentice Hall. 3. Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley&Sons, New Jersey. 4. ***, eXpresSoft Check user guide. 5. ***, eXpresSoft Master user guide. 6. ***, Medallion user guide. 7. ***, ibelsa.rooms user guide.	

8.2. Seminar/laboratory		Teaching Method	Remarks
1	Information Systems - Basic concepts	step-by-step training, didactic exercise, case studies.	1 laboratory
2	Components of information systems for hospitality. Information system design.	step-by-step training, didactic exercise, case studies.	1 laboratory
3	Property Management Systems - Medallion	step-by-step training, didactic exercise.	3 laboratories
4	Property Management Systems – ibelsa.rooms	step-by-step training, didactic exercise.	3 laboratories
5	Restaurant POS (eXpresSoft Check)	step-by-step training, didactic exercise.	1 laboratory
6	Restaurant Management systems	step-by-step training, didactic exercise.	2 laboratories
7	Revenue Management Systems	step-by-step training, didactic exercise.	1 laboratory
Bibliography		1. Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 2. Nyheim, Peter D., McFadden, Francis M., Connolly, D. J. (2005), Technology Strategies for The Hospitality Industry, Pearson Prentice Hall. 3. Tesone, D. V., (2006) Hospitality Information Sisetms and E-Commerce, John Wiley&Sons, New Jersey. 4. ***, eXpresSoft Check user guide. 5. ***, eXpresSoft Master user guide. 6. ***, Medallion user guide. 7. ***, ibelsa.rooms user guide 8. ***, Ibelsa, Help and support, http://support.ibelsa.com/customer/en/portal/articles .	

9. Corroborating the content of the course with the expectations of the epistemic community, professional associations and representative employers within the field of the program

This course aims to help students develop practical skills in Property Management Systems and Restaurant Management Systems. The content of this course is correlated with the content of similar courses studied at Universities from Romania and from abroad. To adapt the content of this course to the labor market needs we had meetings with hotels' and restaurants' business representatives and with the representatives of Property Management Systems developers and suppliers. The software products used in this course and laboratory are provided by T&C NET (Infor SoftBrands exclusive representative in Romania), Expressoft and by Ibelsa GmbH.

10. Evaluation

Type of activity	10.1 Evaluation criteria	10.2 Evaluation method	10.3 Percent of the final grade
10.4 Course	Understanding the terminology	Multiple choice test - theory	20%
10.5 Seminar/laboratory activities	Property Management Systems and Restaurant Management Systems	Team project (and presentation of the project)	70%
	Practical exercises	Laboratory activity	10%
10.6. Minimum performance standards			
<ul style="list-style-type: none"> • knowledge of the fundamental concepts and their application. • to use Medallion and ibelsa.rooms to add all types of reservations, to modify reservations, to check-in and checkout a reservation, to add payments, generate reports, to add clients. 			

Date

Course coordinator

Seminar/Laboratory coordinator

Assoc. Prof. Rozalia Veronica Rus

Assoc. Prof. Rozalia Veronica Rus

Date of approval

Head of department

Assoc. Prof. Oana Adriana Gică