

SYLLABUS
Academic year 2017-2018

1. Information regarding the programme

1.1. Higher education institution	BABES-BOLYAI UNIVERSITY
1.2. Faculty	BUSINESS
1.3. Department	Hospitality Services
1.4. Field of study	BUSINESS ADMINISTRATION
1.5. Study cycle	MASTER
1.6. Study programme / Qualification	ADMINISTRAREA AFACERILOR ÎN OSPITALITATE ȘI TURISM INTERNATIONAL (cu predare în limba engleză)/ Business Administration in International Hospitality and Tourism

2. Information regarding the course

2.1. Name of the course	Sisteme informatice pentru turism (Tourism information systems)						
2.2. Code	IME0034						
2.3. Course coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.4. Seminar/Laboratory coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.5. Year of study	I	2.6. Semester	2	2.7. Type of evaluation	C	2.8. Type of course	Mandatory

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

3.1. Hours per week	4	Of which: 3.2. lecture	2	3.3 seminar/laboratory	2	
3.4. Total hours in the curriculum	56	Of which: 3.5. lecture	28	3.6. seminar/laboratory	28	
Time allotment:						ore
Learning using manual, course support, bibliography, course notes						28
Additional documentation (in libraries, on electronic platforms, field documentation)						28
Preparation for seminars/labs, homework, papers, portfolios and essays						24
Tutorship						2
Evaluations						2
Other activities:						10
3.7. Total individual study hours						94
3.8. Total hours per semester						150
3.9. Number of ECTS credits						6

4. Prerequisites (if necessary)

4.1. curriculum	
4.2. competencies	

5. Conditions (if necessary)

5.1. for the course	videoprojector, computer, Internet access, software (Criterium DecisionPlus - student version, Microsoft Office, Medallion PMS, eXpresSoft Check, eXpresSoft Master, eXpresSoft myBusiness, eXpresSoft myCheck, eXpressoft Event, POS for Restaurant, Ibelsa.rooms).
5.2. for the seminar /lab activities	Laboratory with videoprojector, computer network, Internet access, software (Criterium DecisionPlus - student version, Microsoft Office, Medallion PMS, eXpresSoft Check, eXpresSoft Master, eXpresSoft myBusiness, eXpresSoft myCheck, eXpressoft Event, POS for Restaurant, Ibelsa.rooms).

6. Specific competencies acquired

Professional competencies	<ul style="list-style-type: none"> gathering, processing, and analyzing economic data for business management; business environment research for substantiation of business decisions; negotiating contract clauses and managing the relationships with clients and suppliers.
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	<ul style="list-style-type: none"> This course is design to introduce students to Information Systems used in Tourism Industry and will give students a fundamental understanding of these types of information systems and a practical experience with different types of information systems for tourism.
7.2. Specific objective of the course	<ul style="list-style-type: none"> identify common use of ICT in Tourism; understand the role Tourism Information Systems; describe the basic functions performed by hospitality information systems: Property Management systems, Restaurant Management Systems, Business Intelligence, etc. use the Medallion PMS to add reservations, payments, preview reports, etc; use a cloud based Hotel Management Software (ibelsa.rooms); use of restaurant management software: eXpresSoft Check, eXpresSoft Master; use of event management software: eXpresSoft Event, Medallion Banqueting Module; use of cloud based restaurant management solutions: eXpresSoft

	<p>myCheck, eXpresSoft myBusiness;</p> <ul style="list-style-type: none"> • use of POS for sales and reporting; • identify modalities to use ICT to improve decision making process.
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8. Content

8.1. Course	Teaching method	Remarks
1. Information Systems – Introduction (Information system’s definitions, Types of information systems in Tourism)	Interactive lecture, multimedia (video projector), discussion	1 course
2. The components of Information Systems in Tourism. Information system design (Hardware, Software, Human resources, Data, Procedures. Information system life cycle, Information systems development methodologies, System Development Life Cycle)	Interactive lecture, discussion	1 course
3. Property Management Systems (Overview of PMS: Micros Fidelio, Medallion, Hostware winFRO. Cloud based PMS: ibelsa.rooms)	Interactive lecture, step-by-step training	1 course
4. Property Management Systems (PMS main characteristics. Interfaces with other systems. User interface. Main features of Medallion and ibelsa.rooms. Individual and group reservation. Advanced search. Client history. Customer Management Systems (CRM)).	Interactive lecture, step-by-step training	1 course
5. Property Management Systems (Checkin – Checkout, payments, invoices, rooms management, housekeeping, rate management. Reports. Night audit.)	Interactive lecture, step-by-step training	1 course
6. Information systems for Food Service Sector (Restaurant Management Systems and POS. eXpresSoft Master – characteristics, utilization.)	Interactive lecture, step-by-step training	1 course
7. Information systems for Food Service Sector (eXpreSoft Check – characteristics, utilization. Cloud-based solutions for Food Service Sector: eXpresSoft myCheck, eXpresSoft myBusiness, SAGA PubLine, SAGA PubLine Mobile)	Interactive lecture, step-by-step training	1 course
8. Information systems for Events management (Main characteristics and usage: eXpressoft Event, Medallion Banqueting Module)	Interactive lecture, step-by-step training	1 course
9. Accounting information systems (Characteristics; Overview of accounting information systems: WinMentor, SAGA.)	Interactive lecture, step-by-step training	1 course
10. Management information systems in Tourism (Decision support systems; Executive Information Systems; Expert Systems; Business Intelligence.)	Interactive lecture, step-by-step training	1 course
11. Information systems for Travel Intermediaries (Computer reservation systems(CRS), Global distribution systems (GDS))	Interactive lecture, step-by-step training	1 course
12. Transportation and Information Technology (Airline Reservation Systems, Revenue Management Systems, Geographic Information System (GIS))	Interactive lecture, step-by-step training	1 course
13. Destination management and IT	Interactive lecture, step-by-step training	1 course

14. Social Media and Tourism		Interactive lecture, step-by-step training	1 course
Bibliography	<ol style="list-style-type: none"> 1 Benckendorff, P.J., Sheldon, P.J., Fesenmaie, D. R. (2014), Tourism Information Technology, CABI. 2 Collins, G. R., Cobanoglu, C., (2013), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 3 Nyheim, Peter, and Daniel Connolly (2011), Technology strategies for the hospitality industry, Prentice Hall Press. 4 Tesone, D. V., (2006) Hospitality Information Sysetms and E-Commerce, John Wiley&Sons, New Jersey. 5 Ibelsa.rooms Help & Support, http://www.ibelsa.com/en/help-support/overview/. 6 ***, eXpresSoft Check user guide. 7 ***, eXpresSoft Master user guide. 8 ***, Medallion user guide. 9 ***, eXpresSoft myBusiness user guide 		

8.2. Seminar / laboratory	Teaching method	Remarks
1. Information Systems – Introduction	step-by-step training, didactic exercise, case studies.	1 seminar
2. The components of Information Systems in Tourism. Information system design.	step-by-step training, didactic exercise, case studies.	1 seminar
3. Property Management Systems	step-by-step training, didactic exercise	3 seminars
4. Information systems for Food Service Sector	step-by-step training, didactic exercise	2 seminars
5. Information systems for Events management	step-by-step training, didactic exercise	1 seminar
6. Accounting information systems	step-by-step training, didactic exercise	1 seminar
7. Management information systems in Tourism.	step-by-step training, didactic exercise	1 seminar
8. Information systems for Travel Intermediaries	step-by-step training, didactic exercise	1 seminar
9. Transportation and Information Technology	step-by-step training, didactic exercise	1 seminar
10. Destination management and IT	step-by-step training, didactic exercise	1 seminar
11. Social Media and Tourism	step-by-step training, didactic exercise	1 seminar
Bibliography	<ol style="list-style-type: none"> 1 Benckendorff, P.J., Sheldon, P.J., Fesenmaie, D. R. (2014), Tourism Information Technology, CABI. 2 Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 3 Nyheim, Peter D., McFadden, Francis M., Connolly, D. J. (2005), Technology Strategies for The Hospitality Industry, Pearson Prentice Hall. 4 Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley&Sons, New Jersey. 5 Ibelsa.rooms Help & Support, http://www.ibelsa.com/en/help-support/overview/. 	

6	***, eXpresSoft Check and eXpresSoft Master user guide.
7	***, Medallion user guide.
8	***, eXpresSoft myBusiness user guide

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

- The content of the course is correlated with the content of similar courses offered by universities from our country and from abroad.
- ICT knowledge and skills are necessary in Tourism Industry
- 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 are provided by T&C NET (Infor SoftBrands exclusive representative in Romania), Ibelsa GmbH and ExpresSoft.

10. Evaluation

Type of activity	10.1 Evaluation criteria	10.2 Evaluation method	10.3 Share of final grade
10.4. Course	<ul style="list-style-type: none"> • understanding the terminology 	Multiple choice test - theory	30 %
10.5. Seminar/lab activities	<ul style="list-style-type: none"> • ability to use specific software solutions; 	Project	60 %
	<ul style="list-style-type: none"> • individual study; Interest and interactive participation 	Attendance and class participation	10 %

10.6. Minimum performance standards
➤ Basic knowledge of theory and ability to use all the software solutions studied

Date

Signature of course coordinator

Signature of seminar/laboratory coordinator

Assoc. Prof. Rozalia Veronica Rus

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Date of approval

Signature of the Head of department

Assoc. Prof. Oana Adriana Gică