



## SYLLABUS Academic year 2016-2017

### 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 ŞI TURISM INTERNATIONAL (cu predare în limba engleză)

### 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	Rus Veronica, associate professor						
2.4. Seminar coordinator	Rus Veronica, associate professor						
2.5. Year of study	I	2.6. Semester	2	2.7. Type of evaluation	C	2.8. Type of course	compulsory

### 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					30
Additional documentation (in libraries, on electronic platforms, field documentation)					28
Preparation for seminars/labs, homework, papers, portfolios and essays					30
Tutorship					4
Evaluations					4
Other activities:					2
3.7. Total individual study hours					98
3.8. Total hours per semester					154
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, lbelsa.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, lbelsa.rooms).

## 6. Specific competencies acquired

Professional competencies	<ul style="list-style-type: none"> <li>gathering, processing, and analyzing economic data for business management;</li> <li>business environment research for substantiation of business decisions;</li> <li>negotiating contract clauses and managing the relationships with clients and suppliers.</li> <li>have the ability to identify and interpret the indicators system used in economic and financial analysis in hospitality and tourism</li> <li>have an advanced ability to provide a basis for and assess decision alternatives, as well as to choose and implement them</li> </ul>
Transversal competencies	<ul style="list-style-type: none"> <li>familiarity with teamwork roles and activities and delegating various tasks to the subordinate levels</li> <li>have the ability to appropriately and competently use criteria and methods for gathering, processing, analyzing and interpreting tourism business data &amp; information in order to take efficient and argument-based decisions</li> </ul>

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

7.1. General objective of the course	<ul style="list-style-type: none"> <li>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 also a practical experience with different types of information systems for tourism.</li> </ul>
7.2. Specific objective of the course	<ul style="list-style-type: none"> <li>identify common use of ICT in Tourism;</li> <li>undersatand the role Tourism Information Systems;</li> <li>describe the basic functions performed by hospitality information systems: Property Management systems, Restaurant Management Systems, Business Intelligence, etc.</li> </ul>



	<ul style="list-style-type: none"> <li>• use the Medallion PMS to add reservations, payments, preview reports, etc;</li> <li>• use a cloud based Hotel Management Software (ibelsa.rooms);</li> <li>• use of restaurant management software: eXpresSoft Check, eXpresSoft Master;</li> <li>• use of event management software: eXpresSoft Event, Medallion Banqueting Module;</li> <li>• use of cloud based restaurant management solutions: eXpresSoft myCheck, eXpresSoft myBusiness;</li> <li>• use of POS for sales and reporting;</li> <li>• identify modalities to use ICT to improve decision making process.</li> </ul>
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## 8. Content

8.1. Course	Teaching method	Remarks
1. Information Systems – Introduction	Interactive lecture, multimedia (video projector), discussion	Information system’s definitions, Types of information systems in Tourism.
2. The components of Information Systems in Tourism. Information system design.	Interactive lecture, discussion	Hardware, Software, Human resources, Data, Procedures. Information system life cycle, Information systems development methodologies, System Development Life Cycle.
3. Property Management Systems	Interactive lecture, step-by-step training	Overview of PMS: Micros Fidelio, Medallion, Hostware winFRO. Cloud based PMS: ibelsa.rooms
4. Property Management Systems	Interactive lecture, step-by-step training	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).
5. Property Management Systems	Interactive lecture, step-by-step training	Checkin – Checkout, payments, invoices, rooms management, housekeeping, rate management. Reports. Night audit.
6. Information systems for Food Service Sector	Interactive lecture, step-by-step training	Restaurant Management Systems and POS. eXpresSoft Master – characteristics, utilization.



7. Information systems for Food Service Sector	Interactive lecture, step-by-step training	eXpreSoft Check – characteristics, utilization. Cloud-based solutions for Food Service Sector: eXpresSoft myCheck, eXpresSoft myBusiness, SAGA PubLine, SAGA PubLine Mobile;
8. Information systems for Events management	Interactive lecture, step-by-step training	Main characteristics and usage: eXpressoft Event, Medallion Banqueting Module.
9. Accounting information systems	Interactive lecture, step-by-step training	Characteristics; Overview of accounting information systems: WinMentor, SAGA.
10. Management information systems in Tourism.	Interactive lecture, step-by-step training	Decision support systems; Executive Information Systems; Expert Systems; Business Intelligence.
11. Information systems for Travel Intermediaries	Interactive lecture, step-by-step training	Computer reservation systems(CRS), Global distribution systems (GDS)
12. Transportation and Information Technology	Interactive lecture, step-by-step training	Airline Reservation Systems, Revenue Management Systems, Geographic Information System (GIS)
13. Destination management and IT	Interactive lecture, step-by-step training	Characteristics of Destination Management Systems
14. Social Media and Tourism	Interactive lecture, step-by-step training	The use of social media platforms in tourism
Bibliography	<ol style="list-style-type: none"> <li>1 Benckendorff, P.J., Sheldon, P.J., Fesenmaie, D. R. (2014), Tourism Information Technology, CABI.</li> <li>2 Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub.</li> <li>3 Collins, G. R., Cobanoglu, C., (2013), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub.</li> <li>4 Nyheim, Peter D., McFadden, Francis M., Connolly, D. J. (2005), Technology Strategies for The Hospitality Industry, Pearson Prentice Hall.</li> <li>5 Nyheim, Peter, and Daniel Connolly (2011), Technology strategies for the hospitality industry, Prentice Hall Press.</li> <li>6 Tesone, D. V., (2006) Hospitality Information Sysetms and E-Commerce, John Wiley&amp;Sons, New Jersey.</li> <li>7 Ibelsa.rooms Help &amp; Support, <a href="http://www.ibelsa.com/en/help-support/overview/">http://www.ibelsa.com/en/help-support/overview/</a>.</li> <li>8 ***, eXpresSoft Check user guide.</li> <li>9 ***, eXpresSoft Master user guide.</li> <li>10 ***, Medallion user guide.</li> </ol>	



11 *** , eXpresSoft myBusiness user guide
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8.2. Seminar / laboratory	Teaching method	Remarks
1. Information Systems – Introduction	step-by-step training, didactic exercise, case studies.	Case studies
2. The components of Information Systems in Tourism. Information system design.	step-by-step training, didactic exercise, case studies.	Practical applications
3. Property Management Systems (1)	step-by-step training, didactic exercise	Practical applications
4. Property Management Systems (2)	step-by-step training, didactic exercise	Practical applications
5. Property Management Systems (3)	step-by-step training, didactic exercise	Practical applications
6. Information systems for Food Service Sector (1)	step-by-step training, didactic exercise	Practical applications
7. Information systems for Food Service Sector (2)	step-by-step training, didactic exercise	Practical applications
8. Information systems for Events management	step-by-step training, didactic exercise	Practical applications
9. Accounting information systems	step-by-step training, didactic exercise	Practical applications
10. Management information systems in Tourism.	step-by-step training, didactic exercise	Practical applications
11. Information systems for Travel Intermediaries	step-by-step training, didactic exercise	Practical applications
12. Transportation and Information Technology	step-by-step training, didactic exercise	Practical applications
13. Destination management and IT	step-by-step training, didactic exercise	Practical applications
14. Social Media and Tourism	step-by-step training, didactic exercise	Practical applications

Bibliography	<ol style="list-style-type: none"> <li>1 Benckendorff, P.J., Sheldon, P.J., Fesenmaie, D. R. (2014), Tourism Information Technology, CABI.</li> <li>2 Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub.</li> <li>3 Nyheim, Peter D., McFadden, Francis M., Connolly, D. J. (2005), Technology Strategies for The Hospitality Industry, Pearson Prentice Hall.</li> <li>4 Tesone, D. V., (2006) Hospitality Information Sisetms and E-Commerce, John Wiley&amp;Sons, New Jersey.</li> <li>5 Ibelsa.rooms Help &amp; Support, <a href="http://www.ibelsa.com/en/help-support/overview/">http://www.ibelsa.com/en/help-support/overview/</a>.</li> <li>6 *** , eXpresSoft Check and eXpresSoft Master user guide.</li> <li>7 *** , Medallion user guide.</li> </ol>
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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 absolutely necessary in Tourism Industry
- In order 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"> <li>• Understanding the terminology</li> </ul>	Multiple choice test - theory	<b>20 %</b>
10.5. Seminar/lab activities	<ul style="list-style-type: none"> <li>• Ability to use specific software solutions;</li> </ul>	Project	<b>60 %</b>
	<ul style="list-style-type: none"> <li>• individual study; Interest and interactive participation</li> </ul>	Attendance and class participation	<b>10 %</b>

**10.6. Minimum performance standards**

- Basic knowledge of theory and ability to use all of the software solutions studied

Date

Signature of course coordinator  
Conf. dr. Rus Veronica

Signature of seminar coordinator  
Conf. dr. Rus Veronica

Date of approval

Signature of the Head of department  
Conf. dr. Adina Negrușă