SYLLABUS
Hospitality Information Systems
Academic year 2025-2026

1. Information regarding the program

1.1. Higher education institution	Universitatea Babeş Bolyai
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 / Bachelor in Economic Studies
1.7. Form of education	Full time

2. Information regarding the discipline

2.1. Name of the discipline	Hospitality Information Systems				Discipline code	ILE0061
2.2. Course coordinator	Assoc. Prof. Rozalia Veronica Rus					
2.3. Seminar coordinator	Assoc. Prof. Rozalia Veronica Rus					
2.4. Year of study	2	2.5. Semester	1	2.6. Type of evaluation	C	2.7. Discipline regime	Mandatory

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

3.1. Hours per week	4	of which: 3.2 course	2	3.3 seminar/laboratory	2
3.4. Total hours in the curriculum	56	of which: 3.5 course	28	3.6 seminar/laboratory	28
Time allotment for individual study (ID) and self-study activities (SA)					hours
Learning using manual, course support, bibliography, course notes (SA)					14
Additional documentation (in libraries, on electronic platforms, field documentation)					6
Preparation for seminars/labs, homework, papers, portfolios and essays					16
Tutorship					2
Evaluations					2
Other activities:					4
3.7. Total individual study hours					44
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	The course will be held in a room with computer (with Internet connection) and video projector. To access course materials, students need a Microsoft institutional account, Microsoft Teams application, computer, and Internet connection. Software requirements: Microsoft Office, Opera, eXpresSoft Check, eXpresSoft Master, Protel Air, BREEZE Professional, Infor Hospitality Management Solution (HMS), Restaurant POS.

5.2. for the seminar /lab activities	Computers, Internet access, a Microsoft institutional account, Microsoft Teams application, Medallion PMS, eXpresSoft Check, eXpresSoft Master, POS Restaurant, Protel Air, BREEZE Professional, Infor HMS.

6.1. Specific competencies acquired

Professional/essential competencies	• Gathering, processing, and analyzing economic data for business management (C1)
	    o data gathering; preparation, management, and operation of information systems for data processing and analysis to solve business specific problems (C1.3.);
	• Business environment research for substantiation of business decisions (C2)
	    o Analiza, selectarea şi validarea metodelor de cercetare a mediului de afaceri în funcţie de cerinţele specifice ale sistemului decizional (C2.2.)

Transversal competencies	• Identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork (CT2)

6.2. Learning outcomes

Knowledge	• The student has general knowledge in the field of information systems in hospitality services, with an impact on the life and business of hospitality and tourism companies. • The student knows the basics of hospitality information systems (PMS, POS, RMS, CRM, etc.). • The student recognizes and appropriately uses the controls within the InforHMS hotel management systems, POS Breeze and KeepApp POS systems.
Skills	• The student effectively utilizes hotel management software packages to solve hospitality problems, applying concepts, theories, principles and methods to investigate phenomena and processes in the field. • The student has the necessary skills to use methods and techniques for the management of specialized information systems. • The student develops practical skills in working with hotel management systems, POS systems, restaurant management systems.
Responsibility and autonomy:	• The student uses Property Management Software packages, POS systems and Restaurant Management Systems autonomously to solve various problems in the field of hotel management.

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

7.1 General objective of the discipline	• This course is designed to introduce students to Hospitality Information Systems and will give students a fundamental understanding of this type of information systems and also practical experience with different Property Management Systems (Opera and Infor HMS) and Restaurant management systems (eXpresSoft Check, eXpresSoft Master, Breeze, KeepApp)
7.2 Specific objective of the discipline	• By the end of this course, students will be able: to use Property Management Systems to add reservations, to check-in and check-out guests, to add payments, to close the day, and other specific operations. • Students will be able to use eXpresSoft Check, eXpresSoft Master, Breeze and Keep App to open a table, to add orders, payments, menus and for inventory management.

8. Content

8.1 Course	Teaching methods	Remarks
Information Systems - Basic concepts	lecture, discussion.	1 lecture
Components of information systems for hospitality. Information system design.	lecture, discussion.	2 lectures
Property Management Systems – on premises	lecture, step-by-step training, discussion.	3 lectures
Property Management Systems – Cloud based, Software as a Service (Protel)	lecture, step-by-step training, discussion.	3 lectures
Restaurant POS (eXpresSoft Check)	lecture, step-by-step training, discussion.	1 lecture
Restaurant Management systems	lecture, step-by-step training, discussion.	2 lectures
Revenue Management Systems, Management Information Systems	lecture, step-by-step training, discussion.	1 lecture

Bibliography

1. Bélanger F., Van Slyke, C., Clossler, R. E. (2016), Information Systems for Business, An Experiential Approach, Prospect Press.
2. Benckendorff, Pierre J., Zheng Xiang, and Pauline J. Sheldon (2019). Tourism information technology, 3rd edition. Cabi.
3. Collins, G. R., Cobanoglu, C. (2013), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub.
4. Nyheim, Peter, and Daniel Connolly (2011), Technology strategies for the hospitality industry, Prentice Hall Press.
5. Sigala, M., Rahimi, R. and Thelwall Mike (2019), Big Data and Innovation in tourism, travel and hospitality: managerial approaches, techniques and applications, Springer.
6. Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley&Sons, New Jersey.
7. Turban, Efraim, Carol Pollard, and Gregory Wood (2021). Information Technology for Management: Driving Digital Transformation to Increase Local and Global Performance, Growth and Sustainability. John Wiley & Sons.
8. Other resources: applications user guides

8.2 Seminar / laboratory	Metode de predare	Observații
Information Systems - Basic concepts	step-by-step training, didactic exercise, case studies.	1 laboratory
Components of information systems for hospitality. Information system design.	step-by-step training, didactic exercise, case studies.	2 laboratories
On-Premises - Property Management Systems - Medallion	step-by-step training, didactic exercise.	3 laboratories
Cloud based Property Management Systems	step-by-step training, didactic exercise.	3 laboratories
Restaurant POS (eXpresSoft Check)	step-by-step training, didactic exercise.	1 laboratory

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Restaurant Management systems	step-by-step training, didactic exercise.	2 laboratories
Revenue Management Systems, Management Information Systems	step-by-step training, didactic exercise.	1 laboratory
Bibliography		

1. Bélanger F., Van Slyke, C., Clossler, R. E. (2016), Information Systems for Business, An Experiential Approach, Prospect Press.
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9. Corroborating the content of the discipline 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

10. Evaluation
- **The same evaluation criteria are maintained for all exams sessions. The components of the evaluation process carried out during the semester cannot be recovered/redone in the examination sessions.**
- **To be able to accumulate the points obtained during the semester, it is mandatory to obtain a minimum of 5 (five) in the final exam (written/oral).**

Activity type	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Percentage of final grade
10.4 Course	Understanding the terminology	Multiple choice test - theory (in the last week of the semester according to schedule, synchronous assessment)	50 %
10.5 Seminar/laboratory	Ability to apply concepts learned;	Team project – 2 projects Property Management Systems – 25% Restaurant Management Systems RMS – 15 % (during the semester, asynchronous assessment)	40%
	Individual study Interest and interactive participation	Laboratory activity	10%
10.6 Minimum standard of performance			

- Knowledge of fundamental concepts and their application.
- to use Property Management Systems to add all types of reservations, to modify reservations, to check-in and checkout a reservation, to add payments, generate reports, and to add clients.
- The use of Restaurant Management Software to add /change orders, add payments, and generate reports.

Observations
- The projects can only be sent during the semester by the established deadlines;
- Students will be able to participate in the theoretical test only if they have sent the projects;
- The results obtained at the evaluation along the way (project) or at the colloquium (theoretical test) will be cancelled when it is proved that they have been fraudulently obtained;
- To complete this discipline, it is necessary to obtain a grade of at least 5 (five) at the theoretical test;
- The evaluation method is the same for all examination sessions!

11. Labels ODD (Sustainable Development Goals)[1]

	General label for Sustainable Development							
9 INDUSTRIE, INOVAȚIE ȘI INFRASTRUCTURĂ								

Date:	Signature of course coordinator	Signature of seminar coordinator
03.04.2025	Assoc. Prof. Rozalia Veronica Rus	Assoc. Prof. Rozalia Veronica Rus

Date of approval:	Signature of the head of department
10.04.2025	Assoc. Prof. Marius Bota

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[1] Keep only the labels that, according to the *Procedure for applying ODD labels in the academic process*, suit the discipline and delete the others, including the general one for *Sustainable Development* – if not applicable. If no label describes the discipline, delete them all and write „*Not applicable.*".