UNIVERSITATEA BABEŞ-BOLYAI
BABEŞ-BOLYAI TUDOMÁNYEGYETEM
BABEŞ-BOLYAI UNIVERSITÄT
BABEŞ-BOLYAI UNIVERSITY
TRADITIO ET EXCELLENTIA

FACULTATEA DE BUSINESS IN PARTNERSHIP

COURSE DESCRIPTION
Hospitality information systems
Academic year 2026-2027

1. Programme-related data

1.1. Higher Education Institution	Babeş-Bolyai University
1.2. Faculty	Business
1.3. Department	Hospitality Services
1.4. Field	Business Administration
1.5. Level of study	Bachelor
1.6. Degree 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 assessment	Viva voce
2.7. Course status	Compulsory			2.8. Course type	Domanin subject

3. Total estimated time (hours per semester of teaching activities)

3.1. Number of hours per week	4	of which: 3.2. course	2	3.3. seminar/ laboratory/ project	2
3.4. Total of hours in the curriculum	56	of which: 3.5. course	28	3.6. seminar/ laboratory	28
Time allocation for individual study (IS) and self-taught activities (ST)					**hours**
Learning from textbooks, course materials, bibliography, and notes (IS)					14
Additional research in the library, on subject-specific electronic platforms, and on-site					6
Preparing seminars/ laboratories/ projects, assignments, reports, portfolios, and essays					16
Tutoring (professional guidance)					2
Examinations					2
Other activities					4
3.7. Total hours of individual study (IS) and self-taught activities (ST)				44	
3.8. Total hours per semester				100	
3.9. Number of credits				4	

4. Prerequisites (where applicable)

4.1. curriculum-related	
4.2 skills-related	

5. Specific conditions (where applicable)

5.1. course-related	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. seminar/laboratory-related	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. Competencies resulting from the completion of the degree programme

Professional competencies	
Competency code	**Competency**
PC1	• 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.);
PC2	• 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	
Competency code	**Competency**
TC2	• Identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork (CT2)

6.2. Learning outcomes relevant to the degree programme

Learning outcomes targeted by the subject		
Competency code	**Knowledge and comprehension**	**Specific academic skills**
PC1 PC2 TC2	The graduate is able to analyse the organisational environment and apply specific methods and techniques for the management of human, material, and financial resources, as well as of customer relationships with companies operating in the hospitality industry.	The graduate is able to use methods, techniques, and tools specific to the financial and accounting management of an enterprise as a whole, specialist software included.

7. Subject-specific learning outcomes

Knowledge and understanding
1. The student defines and explains the fundamental concepts of information systems used in the hospitality industry, describing their role in managing operations specific to accommodation and food services.
2. The student identifies and analyzes the functionalities of information systems specific to hospitality services (PMS, POS, CRM, RMS), explaining their contribution to the processing of economic information and the optimization of operational activities.
3. The student explains the principles of managing and using economic and financial information through hospitality-specific information systems in order to support the decision-making process.
4. The student describes the digital trends and technologies used in the hospitality industry and explains their impact on organizational efficiency and customer experience.
Specific academic skills
1. The student uses Property Management Systems for reservation management, customer management, and the execution of operations specific to accommodation establishments.
2. The student uses POS (Point of Sale) systems for order management, transaction processing, and monitoring activities within food service establishments.
3. The student processes and analyzes economic and operational information generated by the information systems used in hospitality, producing reports relevant to managerial activities.
4. The student uses specialized IT tools to support decision-making processes, evaluate operational performance, and improve the quality of services provided to customers.

8. Contents

8.1. Course	Teaching and learning 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.

Other resources: applications user guides

8.2. Seminar/ laboratory	Teaching and learning methods	Remarks
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
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.
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
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

9. 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).**

Type of activity	9.1 Evaluation criteria	9.2 Evaluation methods	9.3 Percentage in the final grade
9.4. Course	Defining and explaining the fundamental concepts of information systems used in the hospitality industry and their role in managing operational and managerial activities Explaining the role of information systems in managing economic information and in supporting managerial decisions Describing the digital trends and technologies used in the hospitality industry and their impact on organizational performance	Colloquium - Theoretical test Multiple choice test, synchronous assessment	50 %
9.5. Seminar/ laboratory	Using software applications for managing reservations, guests, and operations specific to accommodation units Using POS systems for order management, payment processing, and monitoring restaurant activities Processing and analyzing economic and operational data generated by hospitality information systems	Ongoing projects: Hotel management systems: 25 % Restaurant management systems: 15 % (during the semester, asynchronous assessment)	40%
	Identifying and analyzing the functionalities of PMS, POS, CRM, and RMS systems used in hospitality establishments Developing reports and dashboards to support the decision-making process and collaborating effectively within the team using digital tools	Active participation in laboratory sessions	10%

9.6 Minimum standard for passing

- 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;

10. SDG labels (Sustainable Development Goals)[1]

	○	Sustainable Development Generic Label

								
○	○	○	○	○	○	○	○	●
								Nu se aplică nici o etichetă
○	○	○	○	○	○	○	○	○

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

Date of approval in the department:	Signature of the head of department
31.05.26	Assoc. Prof. Marius BOTA, PhD

[1] Select a single label which, according to the *Implementation of SDG labels in the academic process*, best matches the subject. If the subject addresses sustainable development in a generic manner (i.e. by presenting/introducing the general framework of sustainable development, etc.), then the Sustainable Development generic label may be applied. If none of the labels describe the subject, select the last option: *"No label applies."*