



COURSE OUTLINE

COURSE NO: HOTR 118 COURSE NAME: Hospitality Computer Systems
CREDIT HOURS: 2 CLASS HOURS: 2 LAB HOURS: 0
DATE: 2007 PREPARED BY: Anne Polenchar
TO BE UPDATED: 2008 APPROVED BY: Tom Lambrecht
Dean

PREREQUISITES: None

COURSE DESCRIPTION:

This course is designed to provide the student with the basic understanding of computer systems in hospitality.

COURSE OBJECTIVES:

Upon completion of this course, the student should be able to:

1. Identify the most common front office computers of a property management system (PMS) and some of the computer systems that can interface with a PMS.
2. Identify and describe features of the three major components necessary for a computer system-input/output unit, a central processing unit, and external storage devices.
3. Describe the basic functions performed by genetic application software, such as word processing, electronic spreadsheet analysis, and database management.
4. Explain the process of selecting and implementing a computer system at a hospitality operation.
5. Identify and describe the functions performed by the front office PMS modules, such as an in-house reservation module, rooms management module, guest accounting module, and general management module.
6. Identify and explain of files maintained by the modules of a PMS back office package, including accounts receivable, accounts payable, payroll, and financial reporting.
7. Identify and explain the functions of common PMS interfaces, which include: point of sale systems, call accounting systems, energy management systems, electronic systems, and guest operated devices.
8. Describe common hardware configuration of POS systems used by food service operations.
9. Describe advances of food service automation, such as sophisticated input devices, POS system and microcomputer interfaces, integrated food service software, forecasting application software, and catering software packages.
10. Identify and explain the function of the files maintained by food service management application, such as recipe management, pre-costing, sales analysis, menu management, and back office accounting applications.

11. Explain the difference between Read Only Memory (ROM) and Random Access Memory (RAM).
12. Describe the important elements of revenue management, explain how hospitality managers should use it and discuss the advantages that revenue management software offers.
13. Identify how hospitality operations can ensure data security and information protection.
14. Identify the purpose of a management information system.
15. Identify the impact of the internet and private intranets on the hospitality industry.
16. The Success Skills that will soon be assessed are: Communicates effectively; Demonstrates learning and critical thinking skills; Maintains a code of ethics.
17. The Exit Skills that will soon be assessed are: Practices ethical, legal, safe, professional behavior; Communicates effectively with colleagues, supervisors and guests.

COURSE MATERIALS:

TEXT: Hospitality Industry Computer Systems,
by Michael L. Kasavana and John J. Cahill

The text is available online and is not necessary to purchase.

SAFETY PRACTICES:

None

TOPICAL OUTLINE:

WebCT Navigation Assignment

1. Email the Instructor - 10 points
2. Respond to a posting on the Discussion Board - 10 points

Chapter 1 - Assignment

1. Review Questions - 12 points
2. Online Quiz - 10 points

Chapter 2 - Assignment

1. Review Questions - 14 Points
2. Online Quiz - 19points

Chapter 3 - Assignment

1. Review Questions - 16 points
2. Online Quiz - 14 points

Chapter 4 - Assignment

1. Review Questions - 10 points
2. Online Quiz - 13 points

Chapter 5 - Assignment

1. Review Questions - 15 points
2. Online Quiz - 14 points

Chapter 6 - Assignment

1. Review Questions - 12 points

2. Online Quiz - 15 points

Chapter 7 - Assignment

1. Review Questions - 10 points
2. Online Quiz - 14 points

Chapter 8 - Assignment

1. Review Questions - 14 points
2. Online Quiz - 12 points

Chapter 9 - Assignment

1. Review Questions - 10 points
2. Online Quiz - 12 points

Chapter10- Assignment

1. Review Questions - 12 points
2. Online Quiz - 18 points

Chapter 11 - Assignment

1. Online Quiz - 11 points

Chapter 12 - Assignment

1. Online Quiz - 13points

Final Examination - 100 multiple choice questions 100 points

USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES

Not applicable in the online delivery format.

STUDENT INSURANCE/COVERAGE

Hocking College insurance does not cover a student in case of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.

DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center , Office of Disability Services in JL 249 regarding accommodations.

HOCKING COLLEGE
EVALUATION OF THE STUDENT

COURSE NO: HOTR 118

COURSE NAME: Hospitality Computer Systems

INSTRUCTOR: Anne Polenchar

DATE PREPARED: 2007

APPROVED BY: Tom Lambrecht

Dean

My objective is to help the student become familiar with hospitality computer systems used in the hospitality industry. The purpose of evaluation is to indicate to some degree, the extent to which the student has learned.

I believe that you and I actively share the teaching/learning process. Both you and I must contribute in order for the process to be successful. I believe the evaluation should be made to assist you in improving your performance, increasing your skill levels, and adding to your information pool. I believe that mistakes are an inevitable part of learning and are healthy if both you and I use them to gain insight into your potential and growth. Since it is my goal and desire to support you in your efforts to learn, I will share my observations and assessments of your progress with you on a regular basis, and offer assistance and opportunities for you to improve.

SPECIFIC FACTORS

1. **EXAMINATIONS AND QUIZZES:**

There will be twelve (12) online quizzes plus a certified comprehensive final examination. The exam will have 100 multiple-choice questions. The final exam requires an authorized proctor to administer the exam.

2. **PROJECTS/HOMEWORK AND SUCCESS SKILLS AND/OR SERVICE LEARNING AND CIVIC RESPONSIBILITY ASSIGNMENTS:**

Projects and assignments will follow the topical outline

3. **ATTENDANCE:**

Hocking College equates attendance in class to attendance on the job and attendance on the job to work success. Class attendance is mandatory and your attendance is needed for successful participation.

Although you are enrolled in an online delivery format, your participation in the class is critical for your success.

4. **CLASS PARTICIPATION:**

In the online delivery format, you will be asked to participate in discussions and sometimes-collaborative learning projects. Again, your success as an online learner will depend on your participation in the course.

5. **EXTRA PROJECTS:**

With the express prior permission of the instructor, a student may be permitted to undertake a project that is related to the course content. The quality of the project will determine the number of the points awarded.

6. **GRADING SCALE:**

% OF GRADE	GRADE
100-93%	A
92-90%	A-
89-86%	B+
85-83%	B
82-80%	B-
79-76%	C+
75-73%	C
72-70%	C-
69-66%	D+
65-63%	D
62-60%	D-
59-Below	F
Incomplete	I

Certification from the Educational Institute of the American Hotel and Lodging Association is granted upon earning 69% or above on the Final Exam.

7. **POLICY REGARDING HONESTY**

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the **Success Skill** "Maintains a Code of Ethics." All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

- A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else's as one's own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification. Academic dishonesty includes but is not limited to:

1. Permitting another student to plagiarize or cheat from your work,
2. Submitting an academic exercise, written work, project, or computer program that has been prepared totally or in part by another,
3. Improperly acquiring knowledge of the contents of an exam,
4. Using unauthorized material during an exam, to include notes, information, calculators, or other electronic devices or programs during exams or for assignments from which they have been expressly or implicitly prohibited,
5. Submitting the same paper in two different courses without knowledge and consent of all faculty members involved,
6. Obtaining academic material through stealing or other unauthorized means,
7. Falsification of research findings and methodology.

Academic Misconduct is unacceptable behavior in all Hocking College courses. A student observed or found to be engaged in academic misconduct on a test or assignment in this course will receive a failing grade (F) for the course. An electronic report of the incident will be submitted to the Campus Judiciaries Office. Should a second incident of cheating occur in any course, the student will again be referred to the Campus Judiciaries Office.

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Code of Conduct* found on the Hocking College website (www.hocking.edu).

8. FINAL GRADE CALCULATION:

12 Online Quizzes	165 points
Projects and Assignments	145 points
<u>Final Examination</u>	<u>100 points</u>
Total Points Possible	410 points

9. ACADEMIC GRADE APPEAL PROCESS

Academic grade appeals consist of complaints from students concerning final grades given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate.

10. STUDENT GRIEVANCE DUE PROCESS PROCEDURES

Due process procedures for the College are located in the current *Student Code of Conduct* listed as Hocking College Student Grievance Procedures available online under the current student link on the Hocking College website.

11. DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center, Office of Disability Services in JL 249 regarding accommodations.