Syllabus

HOS 210 Hospitality Computer Applications

General Information

Date
September 20th, 2017

Author
Unknown Author

Department
Business

Course Prefix
HOS

Course Number
210

Course Title
Hospitality Computer Applications

Course Information

Credit Hours
3

Lecture Contact Hours
3

Lab Contact Hours
0

Other Contact Hours
0

Catalog Description
This course will examine the relationship between computers and an industry that was founded on high touch rather than high tech. Students will work with actual hospitality software including a front office module of a Property Management System. The class will also learn to manipulate MS Publisher a design software package, and MS PowerPoint, a presentations software package. In all instances, the student will see how computers can be tools for effective management.

Key Assessment
This course does not contain a Key Assessment for any programs

Prerequisites
None

Co-requisites
None

Grading Scheme
Letter

First Year Experience/Capstone Designation

This course DOES NOT satisfy the outcomes applicable for status as a FYE or Capstone.

SUNY General Education

This course is designated as satisfying a requirement in the following SUNY Gen Ed category
None

FLCC Values

Institutional Learning Outcomes Addressed by the Course

Vitality	Inquiry	Perseverance	Interconnectedness

Course Learning Outcomes

Course Learning Outcomes

1. Utilize a property management system (PMS) to simulate tasks performed in a hotel rooms division setting
2. Process and modify orders utilizing a food and beverage management software package
3. Organize meeting room and space reservations utilizing an event management software package
4. Utilize computer systems to enhance customer relationship management CRM

Program Affiliation

This course is required as a core program course in the following program

AAS Hospitality and Tourism Management - Food and Beverage Management

AAS Hospitality and Tourism Management - Hotel and Resort Management

AAS Hospitality and Tourism Management - Tourism Management

Outline of Topics Covered

1 Computers as a management tool.

Current hospitality applications for desktop publishing and design software aspects of menu design

2 Familiarization with the front office module of a Property Management System (PMS)

3 The computer based reservation process, ensuring accuracy, special requests rooms and reservation

management, the computer based check-in and check-out processes

4 Front desk, accounting, and housekeeping PMS applications

Simulate actual front office and housekeeping activities

5 Report generation and the respective applications for each report

6 Parameter manipulation in FD software packages

7 F & B software packages and essential functionalities

Menu and recipe management

8 Order customization with item modifiers

9 Inventory and stock management, periodic and perpetual inventory systems

10 Food costing

11 Reservations management, dining room and table management, timing targets, Point of sale (POS)applications

12 Restaurant accounting, Customer database, customer profiles, customer preferences

13 Payroll management

14 Managerial reports, product mix, sales, labor usage

15 Computers and profitability

Internet applications, web page effectiveness, manipulation of social media sites