

Course Title	Hospitality Information Systems				
Course Code	THOM-330				
Course Type	This course serves as both Elective and Requirement, according to the program.				
	Hospitality Bachelor		Hospitality Elective		
	All Programs		General Elective		
Level	Bachelor (1 st Cycle)				
Year / Semester	Year 2, B' Semester				
Teacher's Name	Dr. Adamantini Peratikou				
ECTS	6	Lectures / week	3	Laboratories / week	0
Course Purpose and Objectives	<p>The course emphasizes the utilization of recent developments in information technology (IT) within the context of Hospitality and Tourism industry. It provides students the tools they need to effectively use technology to benefit hospitality settings. Beginning with a focus on information technology basics and continuing on to explanations of hardware, software, and technology initiatives prevalent in all aspects of the hospitality industry, this course provides an emphasis on management decisions necessary to effectively purchase, implement and execute technology initiatives in a hospitality facility.</p> <p>Students are expected to:</p> <ul style="list-style-type: none"> • Understand the role of information systems in hotel operations • Become aware of different information technology systems • Use information technology for effective decision-making • Understand the supportive functions of information systems 				

Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Evaluate selection and management of Information Systems in a hospitality setting. 2. Articulate the relationships between business strategy and IT strategy 3. Review the significance of information technology/systems activities in hospitality and tourism industries 4. Describe various techniques used to initiate and manage a project with the use of information systems 5. Apply professional, legal and ethical standards to the management of hospitality projects and information systems 6. Describe the basic functions performed by hospitality information systems: Property Management systems, Restaurant Management Systems, Business Intelligence, etc. 		
Prerequisites	TCOM – 100 Computer Applications or TCOM - 150 Interactive Communications in the Hospitality Industry, Sophomore	Required	
Course Content	<p>GENERAL APPLICATIONS</p> <ol style="list-style-type: none"> 1. Understanding Hospitality Information Systems and Information Technology 2. Computer Hardware for Hospitality 3. Computer Software for Hospitality 4. Computer Networks and Telecommunications for Hospitality <p>HOSPITALITY MANAGEMENT AND THE INTERNET</p> <ol style="list-style-type: none"> 1. Electronic Commerce (E-Commerce) 2. E-Information and Distribution Systems 3. E-Business Strategies and Solutions <p>PART III. HOSPITALITY FUNCTIONAL APPLICATIONS</p> <ol style="list-style-type: none"> 1. Computer Reservations Systems (CRS) and Global Distribution Systems (GDS) 2. Property Management Systems (PMS) and Point of Sale Systems (POS) 3. Marketing and Human Resources Management Systems 4. Safety, Security, and Physical Plant Systems 		
Teaching Methodology	The course is delivered through lectures, demonstrations and practical sessions.		
Mode of delivery	Face to face.		

Bibliography	Required								
	<ol style="list-style-type: none"> 1. Benckendorff, P.J., Sheldon, P.J., Fesenmaie, D. R. (2014), Tourism Information Technology, CABI. 2. Collins, G. R., Cobanoglu, C., (2008), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 								
	Recommended								
	<ol style="list-style-type: none"> 1. Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley & Sons, New Jersey. 								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="517 775 1369 1032"> <tr> <td>30 – 50 %</td> <td>Final Exam</td> </tr> <tr> <td>20 – 40 %</td> <td>Mid –Term / Tests / Quizzes</td> </tr> <tr> <td>10 – 30 %</td> <td>Assignments / Projects</td> </tr> <tr> <td>0 – 10 %</td> <td>Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								