

COURSE OUTLINE
Thomas Mayburry
5/10/2007

DEPARTMENT:	Professional Technical Education
CURRICULUM:	BAS/Hospitality Management
COURSE TITLE:	Hospitality Computer Applications
COURSE NUMBER:	HMG 310
TYPE OF COURSE:	Lecture
COURSE LENGTH:	1 quarter
CREDIT HOURS:	3
LECTURE HOURS:	33
LAB HOURS:	0
CLASS SIZE:	30
PREREQUISITES:	Students must be enrolled as BAS students in the Hospitality Management Program or approved by instructor
COURSE DESCRIPTION:	This class explores the technology fundamentals and software applications for business functions and management practices.

STUDENT LEARNING OUTCOMES ADDRESSED:

1. Personal Responsibility - Demonstrate the ability to be timely, responsible for tasks assigned as well as working independently, value one's own skills and abilities and value intellectual inquiry and ethical behavior. Be motivated in the pursuit of gaining more knowledge of the Hospitality Industry.
2. Computation - Use arithmetic and other basic mathematical operations as required by program of study. Apply quantitative skills for academic and career purposes. Specifically in this course the student will need to understand basic algebraic concepts such as fraction and percents.
3. Human Relations - Use social interactive skills to work in groups effectively. Recognize the diversity of cultural influences and values of peers, colleagues, and the Hospitality Industry overall. Students will have the opportunity to work in a group setting with peers of different ethnicity. Therefore, students will be required to interact in a professional manner at all times.

4. Critical Thinking and Problem Solving - This course requires students to critically analyze different types of technology systems in the hospitality industry and to make decisions on the best system application for hospitality operations.
5. Information Literacy - Access and evaluate information from a variety of resources, including research in the library, various website searches, reading textbooks, and from peer discussion.
6. Communication - Read and listen actively to learn and communicate. Speak and write effectively for personal, academic, and career purposes. In this course, students will read assigned each assigned chapter, listen to demonstrations by the instructor, and communicate with peer information gathered by analysis.
7. Technology - Select and apply appropriate technology tools for personal, academic, and career tasks. Students in this course will utilize technology for discovering and utilizing hospitality industry operating systems.

PROGRAM OUTCOMES:

1. Read and analyze financial statements and budgets
2. Demonstrate specific hospitality industry accounting skills
4. Utilize computer technology
8. Manage and implement daily operations of a hospitality enterprise
10. Demonstrate knowledge in personal skills as it pertains to the hospitality industry including professional business etiquette and ethics
11. Apply basic principals of management and leadership and also recognize diversity of cultural influences and values

GENERAL COURSE OBJECTIVES:

At the end of the course the student will be able to:

1. Identify common technology systems used in hospitality operations.
2. Identify and describe features of the three major components necessary for a complete computer system-input/output devices, a central processing unit, and external storage devices.
3. Describe the various ways in which hospitality businesses use technology to gain and process reservations.
4. Identify and describe the elements of a room's management module.
5. Identify and describe the elements of a guest accounting module.
6. Identify and explain the function of common PMS interfaces, which include point-of-sale systems, call accounting systems, energy management systems, electronic locking systems, and guest-operated devices.
7. Describe common hardware configurations of POS systems, used by food service operations.
8. Explain the functions and use of food and beverage applications, including those concerning recipe and menu management, sales analysis, and pre/post costing.
9. Identify the elements of an automated sales office.
10. Describe and apply revenue management principles.

11. Explain the use of catering software.
12. Identify and describe the numerous accounting applications that are available to hospitality businesses.
13. Outline the components of information management, with special attention to data processing and database management.
14. Select and implement technology systems I hospitality settings.
15. Identify the various threats to technology systems and the security precautions that should be taken to keep those systems safe.
16. Describe the elements of technology system maintenance.

REVISED BY:
DATE: 5/10/2007