_____SOUTH SEATTLE COLLEGE_____
<div align="right">Technical Education Division</div>

COURSE OUTLINE
David Krull
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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. **Communication**
   o Read and listen actively to learn and communicate.
   o Speak and write effectively for academic and career purposes.
2. **Computation**
   o Use arithmetic and other basic mathematical operations as required by program of study
   o Apply quantitative skills for academic and career purposes.
3. **Human Relations**
   o Use social interactive skills to work in groups effectively.
   o Have knowledge of the diverse cultures represented in our multicultural society.
4. **Critical Thinking & Problem-Solving**
   o Think critically in evaluating information, solving problems and making decisions.

5. **Technology**
   - Select and use appropriate technological tools for academic and career tasks.
6. **Personal Responsibility**
   - Uphold the highest standard of academic honesty and integrity.
   - Respect the rights of others in the classroom, online and in all other school activities.
   - Attend class regularly, complete assignments on time and effectively participate in classroom and online discussions, group work and other class-related projects and activities.
   - Abide by appropriate safety rules in laboratories, shops and classrooms.
7. **Information Literacy**
   - Independently access, evaluate and select information from a variety of appropriate sources.
   - Have knowledge about legal and ethical issues related to the use of information.
   - Use information effectively and ethically for a specific purpose.

PROGRAM OUTCOMES:

1. Read and analyze financial statements and budgets.
2. Demonstrate specific hospitality industry accounting skills.
3. Describe a hospitality business philosophy.
4. Utilize computer technology.
5. Demonstrate expertise in hospitality sales and marketing.
6. Demonstrate confidence in leveraging Internet marketing.
7. Demonstrate a competency in understanding and executing human resource; policy and practices consistent with organization objectives and third party regulatory entities.
8. Demonstrate knowledge in personal skills as it pertains to the hospitality industry including professional business etiquette and ethics.
9. Apply basic principles of management and leadership.
10. Recognize diversity of cultural influences and values.
11. Manage and implement daily operations of a hospitality enterprise.

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 major components necessary for a complete computer system including 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, including 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 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 functions performed by 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 in a hospitality setting.

15. Identify the various threats to technology systems and the security precautions that may be taken to keep systems safe.

16. Describe the elements of technology system maintenance.