

MBA432: HOSPITALITY INFORMATION SYSTEM

Teaching Scheme	Examination Scheme
Lectures: 4 hrs./Week Tutorials: 1 hrs./Week Credits: 4	Class Test -12Marks Teachers Assessment - 6Marks Attendance – 12 Marks End Semester Exam – 70 marks

Course Objectives:

- *Help to prepare students to meet the challenges.associated with Hospitality Information Systems with in the Hospitality Industry.*
- *Gain an insight into workings of computer systems used in the hospitality industry*
- *Identify the use and knowledge in the significance of information technology to an enterprise.*
- *Introduce and apply training on Point of Sale Systems.*

Hours: 40

UNIT I (10 Hours): Understanding Information Systems, Computer Hardware for Hospitality, Computer Software for Hospitality: Word processing programs, Spread-sheet application programs, Database Programs, General-Purpose application programs, Business Software for Hospitality Organizations.

UNIT II (10 Hours): Computer networks for Hospitality: Introduction, Networking Data Resources, Computer Networks-Topologies, Network Connections, Telecommunications Media, Network Operating Systems-Intranets and Extranets.

UNIT III (10 Hours): Hospitality Management and Internet: E-Commerce, E-Information and Distribution =Systems, E- Business Strategies and Solutions.

UNIT IV (10 Hours): Hospitality Functional Applications-Computer Reservation Systems (CRS) and Global Distribution Systems (GDS), Property Management Systems & Point-of Sale Systems, Accounting Control and Production Systems.


Dean Academics
Faculty of Management
Invertis University, Bareilly (UP)


Registrar
Invertis University
Bareilly


Head
Department of Management (MBA)
Faculty of Management
Invertis University, Bareilly (UP)

Suggested Readings:

1. Hospitality Information Systems and E-commerce- Dana V. Tesone , John Wiley and Sons , 2005 1st Ed.
2. Management Information System - James O' Brien, Tata McGraw Hill, 2008,12th Ed.
3. E-Commerce and Information Technology in Hospitality and Tourism- Zong Qing
4. Zhou, Delmar learning – a division of Thomson learning incorporation , 2003 ,1s

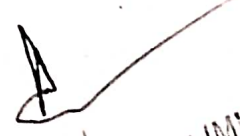
Course Outcomes:

- Identify and describe the functions and features performed by a central reservation system and the reservation system of a property management system.
- Describe and interpret management reports that pertain to reservation systems.
- Identify features and functions of an energy management system, point of sale system, call accounting system, electronic locking systems, guest operated devices and relevant interface systems
- Identify describe and explain the features and functions of the Food and beverage applications, and accounting applications
- Identify describe and explain the purpose of information management as it pertains to the industry, how systems are selected and what are the requirements of these.
- Identify environmental, electronic, and operational threats to information systems and how to implement systems security.

Employable Skills	Measuring Tools
Ability to identify and apply the knowledge of subject practically in real life situations	Exercise Workshop Quiz Classroom Discussions


Dean Academics
Faculty of Management
Invertis University, Bareilly (UP)


Registrar
Invertis University
Bareilly


Head
Department of Management (MBA)
Faculty of Management
Invertis University, Bareilly (UP)