

NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
HRI 240 – MANAGING TECHNOLOGY IN THE HOSPITALITY INDUSTRY (3 CR.)

Course Description

Provides an overview of the information needs of hospitality properties; addresses essential aspects of computer systems, such as hardware, software, and generic applications; focuses on computer-based property management systems for both front office and back office functions; examines features of computerized restaurant management systems; describes hotel sales computer applications, revenue management strategies, and accounting applications; addresses the selection and implementation of computer systems; focuses on managing information systems; and examines the impact of the Internet and private intranets on the hospitality industry. Lecture 3 hours per week.

General Course Purpose

The basic purpose is to provide the student with general knowledge of technological practices and trends in the hospitality industry.

Course Prerequisites/Corequisites

None

Course Objectives

Upon completing the course, the student will be able to:

Here you explain what students should be able to do in terms of knowledge and skills; use verbs that are appropriate for the course level (NOT “understand” and “appreciate” for 200-level courses). Be more specific than “demonstrate.” Verbs like identify, describe, analyze, draw, sculpt, reassemble that tell us what you really expect successful students to be able to do.

- Describe the criteria used to evaluate hospitality technology applications.
- Identify common technology systems used in hospitality operations.
- 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.
- Describe the various ways in which hospitality businesses use technology to gain and process reservations.
- Identify and describe the elements of a rooms management module.
- Identify and describe the elements of a guest accounting module.
- 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.
- Describe common hardware configurations of POS systems used by food service operations.
- Explain the functions and use of food and beverage management applications, including those concerning recipe and menu management, sales analysis, and pre/post costing.
- Identify the elements of an automated sales office.
- Describe and apply revenue management principles.
- Explain the use of catering software.
- Identify and describe the numerous accounting applications that are available to hospitality businesses.
- Outline the components of information management, with special attention to data processing and database management.
- Select and implement technology systems in hospitality settings.
- Identify the various threats to technology systems and the security precautions that should be taken to

- keep those systems safe.
- Describe the elements of technology system maintenance.

Major Topics to be Included

- Hospitality Technology Systems
- Reservation Systems
- Point-of- Sale Technology
- Food and Beverage Management
- Accounting Applications
- System and Security Maintenance