

HFT3423 Hospitality Information Technology

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Student Resources: <http://myhospitality.fiu.edu>

COURSE DESCRIPTION

This course covers current computer applications in the hospitality industry including information technology specific to hotel and restaurant accounting, finance, marketing, and management. These concepts are stressed through hands-on laboratory assignments with a Hotel Property Management System and a Restaurant POS/back-office as well as Microsoft Office. Mathematical financial functions will include the Present Value Function and the time value of money in the context of the Uniform System of Accounts for the Lodging Industry.

LEARNING OUTCOMES

At the conclusion of this course, students will (A) be able to describe, recognize and understand the basic operations of computers and the internet, (B) be able to identify and understand the use of application software, such as the Microsoft Office application, and how it helps facilitate the hospitality industry, and (C) understand the elements and interworkings of information systems in the hospitality industry, such as Property Management Systems, Restaurant Management Systems and Global Distribution Systems. The following describes these learning objectives:

- Demonstrate understanding of the use of digital networks such as the World Wide Web in post-modern hospitality industry management.
- Demonstrate technical mastery of current management Decision Support Application Software such as the MS Office suite with specific reference to the hospitality industry.
- Describe the organizational use of management information systems in hospitality businesses.

COURSE PRE-REQUISITES

N/A

TEXTBOOK

HOSPITALITY INFORMATION TECHNOLOGY: LEARNING HOW TO USE IT

Authors: Galen R Collins; Cihan Cobanoglu

Publisher: Kendall Hunt

Copyright: 2008

ISBN-13: 978-0-7575-5310-3



COURSE PROCEDURES

The teaching methodology consists of lectures, assigned lab material and assessments.

COURSE SCHEDULE

Week	Dates	Topic	Assignment
1	2/20 - 2/24	Introduction	Prepare Chapters 1 and 9
		Chapter 2 - The Information Technology Manager	
		Chapter 1 - The Information System Chapter 9 - The Internet	Prepare Website Design
2	2/27 -3/2	Website Design	Assignment 1
		Website Design	Assignment 1; Prepare Chapters 3
3	3/5- 3/9	Chapter 3 - Software: The Essence of Computers	Prepare Advanced Word
		Advanced Word	<i>Assignment 2</i> ; Prepare Advanced Excel
4	3/12- 3/16	Advanced Excel	Assignment 3
		Advanced Excel	Prepare Chapter 4; <i>Submit Assignment 3</i>
5	3/19 - 3/23	Chapter 4 - Computer Network	Prepare Chapter 5
		Chapter 5 - Managing and Securing the information System	Midterm Review
		Midterm Review	Midterm Review
6	3/26- 3/30	Midterm Review	Midterm Review
		Midterm Examination	
7	4/2- 4/6	Website Design	Prepare Chapter 6; <i>Submit Assignment 1</i>
		Chapter 6 - In-Room Technologies	Prepare Chapter 7
8	4/9- 4/13	Chapter 7 - Property Management Systems (PMS)	Assignment 4; Prepare Chapter 8
		Chapter 7 - Property Management Systems (PMS) - Lab	
9	4/16 - 4/20	Chapter 8 - Restaurant Management Systems (RMS)	Assignment 5; Prepare Chapter 10 and 11
		Chapter 10 - Data Mining in Hospitality	<i>Submit Assignment 4</i> ; Prepare Chapter 12
		Chapter 11 - Project Management	
10	4/23- 4/27	Chapter 12 - Selecting and Implementing Hospitality Information Systems	<i>Submit Assignment 5</i>
		Final Review	Final Review
11	4/30- 5/4	Final Examination	

CLASS OR PROFESSOR POLICIES

STUDENT RESPONSIBILITY

It is assumed that students have attained a level of maturity that motivates them to take responsibility for achieving the learning objectives of this course by using the learning tools provided. This course is designed to be completed successfully through the use of three learning tools:

- 1) doing the homework assignments on a timely basis,
- 2) doing the reading assignments on a timely basis, and
- 3) attending all classes, taking appropriate notes and PARTICIPATING IN CLASS

DISCUSSIONS. Since managers frequently engage in group presentations, as future managers you are expected to gain experience in developing and expressing your ideas before a group of your peers in the class. This being learning environment, it is the instructor's intent to use class participation to enhance respect for each individual and help develop their self-confidence in a friendly venue.

A student who does not use all three of the above tools appropriately and in a timely fashion runs the risk of falling behind and being unable to keep up with the rest of the class. More importantly, the student is wasting an opportunity to improve him- or herself.

(A) If, after doing the reading and homework assignments, a student does not understand a topic that has been explained in class, it is the student's responsibility to visit the instructor during office hours to seek additional instructional assistance, or to seek such assistance from classmates, or from any other source that is available.

(B) It is impossible to cover all assigned reading materials in class. Therefore it is of particular importance that a student request further explanation of any assigned material that the student does not understand, and that is not covered in class. Students are responsible, in the relevant classes, and on the relevant examinations, for the corresponding material in the reading and homework assignments regardless of whether it is, or is not, covered in class.

(C) In the unfortunate event that a student is obliged to miss a class for circumstances beyond his or her control, the student is responsible for taking any exceptional steps necessary to learn the material discussed in that class. Such steps may include obtaining assistance from classmates and/or requesting assistance from the instructor during office hours, going to tutoring sessions, or from any other available source.

CLASS ATTENDANCE

Students are required to attend all classes - except in case of emergencies. An emergency must be corroborated by a note from a doctor or other appropriate person.

STUDENTS WITH LEARNING DISABILITIES

Students with learning disabilities should contact the Coordinator for Disability Services at 305-919-5305. This office gives assistance and orientation concerning the various support programs and special testing situations available at the school. No accommodation for student disabilities can be made unless they are requested in writing by the Center for Counseling and Disabilities.

GRADING

Midterm Examination	35%
Final Examination	35%
Assignments	20%
Class Participation	10%

There will be a series of assignments with due dates. Late assignments will receive no credit but will be accepted up to 1 week after the due date. If three or more assignments are not turned in, or you miss an examination without permission you will fail the course. Incomplete assignments will receive partial credit.

SUPPORT MATERIALS

USB Flash Memory drive with minimum of 128MB capacity, for saving in-class exercises and homework assignments.

POLICIES

The FIU Academic Pledge

As a student of this university:

I will be honest in my academic endeavors.

I will not represent someone else's work as my own.

I will not cheat, nor will I aid another's cheating.

Intellectual Honesty Statement

Florida International University is a community dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly to demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the educational mission of the University. All students are deemed by the University to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook.

Misconduct includes: Cheating – The unauthorized use of books, notes, aids, electronic sources; or assistance from another person with respect to examinations, course assignments, field service reports, class recitations; or the unauthorized possession of examination papers or course materials, whether originally authorized or not. Plagiarism – The use and appropriation of another's work without any indication of the source and the representation of such work as the student's own. Any student who fails to give credit for ideas, expressions or materials taken from another source, including internet sources, is responsible for plagiarism.

Any student caught introducing or using unauthorized material at the beginning of, or during, an exam; or attempting to communicate with another student during an exam, or using a cell phone during an exam, will automatically fail the exam. If this occurs a second time, the student will automatically fail the course.

Cellular phones and/or two-way pagers are prohibited during class.

Food/Beverage(s) are not allowed in class or Computer Lab.