

Group: IMTH Degree: Master Course: Information Technology for Hospitality Tourism

- 1. Credits: 3**
- 2. Grade & Semester: Second year, second semester**
- 3. Prerequisites: N/A**
- 4. Course objectives:**

This course is designed to introduce students to the technology used in the hospitality and tourism industry and to the fundamental concepts of information technology (IT). The course aims to demonstrate how managers are involved with using IT and how they can use information technology to improve their company's position.

- 5. Course description/outline:**

This course serves as an introduction to digital hospitality and tourism operation, discussing the role of information systems in the hospitality and tourism industry, understanding the role of IT in creating the competitive advantage of a firm, understand the steps involved in system development and the role of managers in their system development. Moreover hospitality and tourism information system and integration, understanding the importance of system integration and describing the information systems supporting the major business functions are covered in the course. Students will further learn about database concepts and user computing i.e. understanding basic database management concepts, evaluating websites using appropriate criteria and building a basic web page. Also property management systems (PMS) will be covered for students to understand the role of and identify the function of PMSs and reservation systems to demonstrate how PMSs support and enhance work in the business. Restaurant management systems (RMS) will also be explored to understand the role of and identify the function of RMSs, reservations, table management and nutrient analysis systems to demonstrate how RMSs support and enhance work in the business. Furthermore, menu engineering will be examined to understand the menu engineering concept and apply the ME concept to database management. Sales and catering will also be focused on to understand the role of and describe the functions of a sales and catering system in order to demonstrate a sales and catering

application to support and enhance work in the business. Moreover, network security will be covered, discussing the security issues to operation of a hospitality and tourism information system and the corporate responsibility in network security issues. E-commerce will further be a focus of the course to help students understand the basic e-commerce business models and discuss the application of the business models to the hospitality and tourism industry as well as discussing social responsibility issues about protecting privacy and customer information utilization. Finally, the future of hospitality and tourism information systems will be covered, to help students to project the future of hospitality and tourism information systems and evaluate the future applications of information systems as well as identifying the role of managers in application development and technology acceptance.