

GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

TOUR 320_001—Hospitality Management Information System (3)
Spring 2014

DAY/TIME:	T, TH 3:00 – 4:15 p.m.	LOCATION:	PW BRH #252
PROFESOR:	Dr. Seungwon “Shawn” Lee	EMAIL ADDRESS:	slz@gmu.edu
OFFICE LOCATION:	PW BRH #222	PHONE NUMBER:	703-993-9915
OFFICE HOURS:	TH 11:00 pm -12:30 pm	FAX NUMBER:	703-993-2025

PREREQUISITES: TOUR 230 Intro to Hospitality Management

COURSE DESCRIPTION

Introduces management information systems (MIS) technology and its application to hospitality sectors from managerial and strategic perspectives. Surveys computer applications, products and trends in gathering, analyzing, storing and communicating information within hospitality sectors.

COURSE OBJECTIVES

1. Describe how managers use information technology to solve problem and make decisions;
2. Describe the role of, and describe the function of property management systems, reservation systems, POS, Restaurant management systems, and sales and catering systems;
3. Describe database management;
4. Apply hospitality-specific software to appropriate situations; and describe the role of hospitality managers in information systems development; and
5. Describe the role of hospitality managers in information systems development.

PROFESSIONAL ASSOCIATION STANDARDS/CAREER BUILDER

Further, upon completion of this course, students will meet or be provided training for the following professional accreditation standards:

- Delphi Sales and Catering/BEO certificate
- MICORS: Property Management System
- CVENT Certification: eMarketing. Online registration and site search.
- Preparation for the Certified Hospitality Technology Professional (CHTP) designation

NATURE OF COURSE DELIVERY

Face to face and online training

SUGGESTED READINGS

- Nyheim, P. & Connolly, D. (2011). *Technology Strategies for the hospitality industry (2nd edition)*. New Jersey: Prentice Hall
- Additional readings will be also assigned during the semester.

EVALUATION

Type	Points	Percentage	Due Date
Attendance	50	12.5%	Each class
Midterm	75	18.75%	March 6 (Thurs)
HMIS application training Assignments #1 (MICROS) and #2 (DELPHI)	150 (75 each)	37.5%	Details to be announced
Technology report	50	12.5%	May 1 (Thurs)
Final Exam	75	18.75%	May 8 (Thursday), 3:00 pm – 4:15 pm
Total	400	100%	

Attendance

Each absence that is not excused by a professor in advance will reduce 10 points from your attendance score of 50. If a student misses more than 5 classes (50 points deduction), additional 10 points per each additional absence will be deducted from the final score of course without limit.

- Up to 2 absences will NOT be penalized.
- Excuses to miss class will be considered only when family or health emergency occurs and only that is documented.
- Leaving class early due to a special occasion should be notified to your instructor prior to the beginning of classes. Attendance credit will be given based on the length of hours stayed in a class.

It will be the student's responsibility to sign in on attendance sheets for each class.

Dates to Remember

Activities	Date
Assignment #1 Due	March 20 (Thursday), 2014 by Noon
Assignment #2 Due	April 29 (Tuesday), 2014 by Noon
Technology report Due	May 1 (Thursday), 2014 by Noon

Examinations

Examinations in class will include a midterm and final and they will be conducted on the schedule dates only.

Notes: *Make up examinations will be conducted ONLY if a student has a written doctor's note.

TENTATIVE COURSE SCHEDULE

WEEK	MODULE	DATE	TOPIC
1	IT and MIS Module	01/21 (Tue)	Introduction to Course
		01/23 (Thurs.)	Registration and Applications orientation
2		01/28 (Tue)	Digital Hospitality Operation I
		01/30 (Thurs.)	Hospitality Information System and Integration I
3		02/04 (Tue)	Hospitality Information System and Integration II
		02/06 (Thurs.)	Database Concepts & User Computing
4	Hotel Module (MICROS OPERA)	02/11 (Tue)	Hotel/Lodging Management Systems I
		02/13 (Thurs.)	Hotel/Lodging Management Systems II
5		02/18 (Tue)	Hotel/Lodging Management Systems III
		02/20 (Thurs)	Hotel/Lodging Management Systems IV
6		02/25 (Tue)	Hotel/Lodging Management Systems V
		02/27 (Thurs)	Hotel/Lodging Management Systems VI
7	Mid-term	03/04 (Tue)	Mid-term and MICROS assignment #1 review
		03/06 (Thurs.)	Mid-term exam
8	Spring Break	03/11 (Tue)	No Class (Spring Break)
		03/13(Thurs.)	No Class (Spring Break)
9	Restaurant & Sales/Catering Management System Module (DELPHI)	03/18 (Tue)	Restaurant Management Systems I - Point-of-Sales (POS) system
		03/20 (Thurs.)	Restaurant Management Systems II - Other components
10		03/25 (Tue)	Sales/Catering Management System I
		03/27 (Thurs.)	Sales/Catering Management System II
11		04/01 (Tue)	Sales/Catering Management System III
		04/03 (Thurs.)	Sales/Catering Management System IV
12	Event/Meeting technology Module	04/08 (Tue)	DELPHI assignment #2 review
		04/10 (Thurs.)	Event and Meeting Technology I
13		04/15 (Tue)	Event and Meeting Technology II
		04/17 (Thurs.)	Banquet Event Order (BEO)

14		04/22 (Tue)	Event Applications
		04/24 (Thurs.)	Evaluation of HMIS
15	Final Week	04/29 (Tue)	Trends of HMIS
		05/01 (Thurs.)	Final Exam review
		05/08 (Thurs.)	Final exam

Grading Scale

A = 94 – 100	B+ = 88 – 89	C+ = 78 – 79	D = 60 – 69
A- = 90 – 93	B = 84 – 87	C = 74 – 77	F = 0 – 59
	B- = 80 – 83	C- = 70 – 73	

GMU Policies

Student Expectations

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://oai.gmu.edu/honor-code/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>].
- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.

Campus Resources

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu/>].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all times.

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

