UNIVERSITATEA BABEȘ-BOLYAI
BABEȘ-BOLYAI TUDOMÁNYEGYETEM
BABEȘ-BOLYAI UNIVERSITÄT
BABEȘ-BOLYAI UNIVERSITY
TRADITIO ET EXCELLENTIA

FACULTATEA DE BUSINESS IN PARTNERSHIP

Facultatea de Business
Str. Horea nr.7
Cluj-Napoca, 400174
Tel.: 0264599170
Fax: 0264590110
E-mail: secretariat.tbs@ubbcluj.ro
Site: tbs.ubbcluj.ro

SYLLABUS

Academic year 2023-2024

1. Information regarding the programme

1.1. Higher education institution	Babeș-Bolyai University
1.2. Faculty	Business
1.3. Department	Hospitality
1.4. Field of study	Business administration
1.5. Study cycle	Bachelor
1.6. Study programme / Qualification	Administrarea Afacerilor în Servicii de Ospitalitate (engleză)/ Hospitality Business Administration

2. Information regarding the course

2.1. Name of the course	Hospitality Information Systems						
2.2. Code	ILE0061						
2.3. Course coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.4. Seminar/laboratory coordinator	Assoc. Prof. Rozalia Veronica Rus						
2.5. Year of study	2	2.6. Semester	1	2.7. Type of evaluation	C	2.8. Type of course	Mandatory

3. Total estimated time (hours/semester of didactic activities)

3.1. Hours per week	4	Of which: 3.2. lecture	2	3.3 seminar/laboratory	2
3.4. Total hours in the curriculum	56	Of which: 3.5. lecture	28	3.6. seminar/laboratory	28

Time allotment:	hours
Learning using manual, course support, bibliography, course notes	14
Additional documentation (in libraries, on electronic platforms, field documentation)	6
Preparation for seminars/labs, homework, papers, portfolios and essays	16
Tutorship	2
Evaluations	2
Other activities:	4

3.7. Total individual study hours	44
3.8. Total hours per semester	100
3.9. Number of ECTS credits	4

4. Prerequisites (if necessary)

4.1. curriculum	
4.2. competencies	

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5. Conditions (if necessary)

5.1. for the course	The course will be held in a room with computer (with Internet connection) and video projector. To access course materials, students need a Microsoft institutional account, Microsoft Teams application, computer, and Internet connection. Software requirements: Microsoft Office, Medallion PMS, eXpresSoft Check, eXpresSoft Master, Protel Air, BREEZE Professional, Infor Hospitality Management Solution (HMS), Restaurant POS.
5.2. for the seminar /lab activities	Computers, Internet access, a Microsoft institutional account, Microsoft Teams application, Medallion PMS, eXpresSoft Check, eXpresSoft Master, POS Restaurant, Protel Air, BREEZE Professional, Infor HMS.

6. Specific competencies acquired

Professional competencies	• Gathering, processing, and analyzing economic data for business management (C1)
	  ○ data gathering; preparation, management, and operation of information systems for data processing and analysis to solve business specific problems (C1.3.);
	• Business environment research for substantiation of business decisions (C2)
	  ○ Analiza, selectarea şi validarea metodelor de cercetare a mediului de afaceri în funcţie de cerinţele specifice ale sistemului decizional (C2.2.)

Transversal competencies	• Identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork (CT2)

7. Objectives of the course (outcome of the acquired competencies)

7.1. General objective of the course	This course is designed to introduce students to Hospitality Information Systems and will give students a fundamental understanding of this type of information systems and also practical experience with different Property Management Systems (Medallion and Infor HMS) and Restaurant management systems (eXpresSoft Check, eXpresSoft Master, Breeze, KeepApp)
7.2. Specific objective of the course	By the end of this course, students will be able: to use Property Management Systems to add reservations, to check-in and check-out guests, to add payments, to close the day, and other specific operations. Students will be able to use eXpresSoft Check, eXpresSoft Master, Breeze and Keep App to open a table, to add orders, payments, menus and for inventory management.

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8. Content

8.1. Course		Teaching Method	Remarks
1	Information Systems - Basic concepts	lecture, discussion.	1 lecture
2	Components of information systems for hospitality. Information system design.	lecture, discussion.	2 lectures
3	Property Management Systems – on premises	lecture, step-by-step training, discussion.	3 lectures
4	Property Management Systems – Cloud based, Software as a Service (Protel)	lecture, step-by-step training, discussion.	3 lectures
5	Restaurant POS (eXpresSoft Check)	lecture, step-by-step training, discussion.	1 lecture
6	Restaurant Management systems	lecture, step-by-step training, discussion.	2 lectures
7	Revenue Management Systems, Management Information Systems	lecture, step-by-step training, discussion.	1 lecture

Bibliography	
	1. Bélanger F., Van Slyke, C., Clossler, R. E. (2016), Information Systems for Business, An Experiential Approach, Prospect Press. 2. Benckendorff, Pierre J., Zheng Xiang, and Pauline J. Sheldon (2019). Tourism information technology, 3rd edition. Cabi. 3. Collins, G. R., Cobanoglu, C. (2013), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 4. Nyheim, Peter, and Daniel Connolly (2011), Technology strategies for the hospitality industry, Prentice Hall Press. 5. Sigala, M., Rahimi, R. and Thelwall Mike (2019), Big Data and Innovation in tourism, travel and hospitality: managerial approaches, techniques and applications, Springer. 6. Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley&Sons, New Jersey. 7. Other resources: applications user guides

8.2. Seminar/laboratory		Teaching Method	Remarks
1	Information Systems - Basic concepts	step-by-step training, didactic exercise, case studies.	1 laboratory
2	Components of information systems for hospitality. Information system design.	step-by-step training, didactic exercise, case studies.	2 laboratories
3	On-Premises - Property Management Systems - Medallion	step-by-step training, didactic exercise.	3 laboratories
4	Cloud based Property Management Systems	step-by-step training, didactic exercise.	3 laboratories
5	Restaurant POS (eXpresSoft Check)	step-by-step training, didactic exercise.	1 laboratory
6	Restaurant Management systems	step-by-step training, didactic	2 laboratories

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		exercise.	
7	Revenue Management Systems, Management Information Systems	step-by-step training, didactic exercise.	1 laboratory

Bibliography	1. Bélanger F., Van Slyke, C., Clossler, R. E. (2016), Information Systems for Business, An Experiential Approach, Prospect Press. 2. Benckendorff, Pierre J., Zheng Xiang, and Pauline J. Sheldon (2019). Tourism information technology, 3rd edition. Cabi. 3. Collins, G. R., Cobanoglu, C., (2013), Hospitality Information Technology: learn how to use it, Kendall Hunt Pub. 4. Nyheim, Peter, and Daniel Connolly (2011), Technology strategies for the 5. Sigala, M., Rahimi, R. and Thelwall Mike (2019), Big Data and Innovation in tourism, travel and hospitality: managerial approaches, techniques and applications, Springer. 6. Tesone, D. V., (2006) Hospitality Information Systems and E-Commerce, John Wiley&Sons, New Jersey. 7. Other resources: applications user guides

9. Corroborating the content of the course with the expectations of the epistemic community, professional associations, and representative employers within the field of the program

This course aims to help students develop practical skills in Property Management Systems and Restaurant Management Systems. The content of this course is correlated with the content of similar courses studied at Universities from Romania and from abroad. To adapt the content of this course to the labor market needs we had meetings with hotels' and restaurants' business representatives and with the representatives of Property Management Systems developers and suppliers.

10. Evaluation

Type of activity	10.1 Evaluation criteria	10.2 Evaluation method	10.3 Percent of the final grade
10.4 Course	Understanding the terminology	Multiple choice test - theory (in the last week of the semester according to schedule, synchronous assessment)	**40 %**
10.5 Seminar/laboratory activities	Ability to apply concepts learned;	Team project – 2 projects Property Management Systems – 30% Restaurant Management Systems RMS – 20% (during the semester, asynchronous assessment)	**50 %**
	Individual study Interest and interactive	Laboratory activity	**10%**

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	participation		

10.6. Minimum performance standards

- Knowledge of fundamental concepts and their application.
- to use Property Management Systems to add all types of reservations, to modify reservations, to check-in and checkout a reservation, to add payments, generate reports, and to add clients.
- The use of Restaurant Management Software to add /change orders, add payments, and generate reports.

Observations

- The projects can only be sent during the semester by the established deadlines;
- Students will be able to participate in the theoretical test only if they have sent the projects;
- The results obtained at the evaluation along the way (project) or at the colloquium (theoretical test) will be cancelled when it is proved that they have been fraudulently obtained;
- To complete this discipline, it is necessary to obtain a grade of at least 5 (five) at the theoretical test;
- The evaluation method is the same for all examination sessions!

Date	**Course coordinator**	**Seminar/Laboratory coordinator**
	Assoc. Prof. Rozalia Veronica Rus	Assoc. Prof. Rozalia Veronica Rus
29.09.2023		

Date of approval	**Head of department**
	Assoc. Prof. Marius Bota
11.10.2023	