

Date: February 2006

- I. Course Name: Hospitality Computer Applications
Prefix and Number: HTM 210
Credit Hours and Contact Hours: 3 credit hours - 3 contact hours
Course Description:

This course allows the student to interact with LODGEMATE, a state-of-the-art, Front Office Property Management System. Students will simulate an actual front desk experience as they enter the system and manage hypothetical guest accounts. Current hotel computerization trends will also be examined including the latest technological advances and software packages. Additionally, students will explore hospitality applications of PageMaker desktop publishing package. Prerequisite: HTM 100 or HTM 120.

II. COURSE OUTCOMES AND OBJECTIVES

The general objectives of this course deal with preparing the student for the challenges of a management career in hospitality or your chosen field. Through the study of actual operational situations, the student will: develop their management style, heighten their industry awareness, focus their values and beliefs, develop a service attitude, advance their communication and interpersonal skills, and enhance their decision-making and problem-solving abilities.

RELATIONSHIP TO ACADEMIC PROGRAMS AND CURRICULUM

This course is a required course for Hotel & Resort Management students, a business elective for Business students and a general elective for all other students.

COLLEGE COMPETENCIES ADDRESSED BY THIS COURSE

Of the following "FLCC Learning Outcomes," this course addresses those that are marked with the "→" symbol:

- Writing
- Oral Communication
 - Reading
 - Mathematics
- Computer Literacy
- Professional Competency
- Problem solving
- Ethics/Values
- Citizenship
 - Global Concerns
- Informational Resources

III. METHOD OF INSTRUCTION

TYPES OF COURSE MATERIALS

REQUIRED READINGS

There is no text for this class. The student will receive numerous handouts.

Students are expected to read all assigned materials, articles, and case studies. While discussions in class will summarize the software being used by the class, some subjects contained in the handouts will not be covered in class. Regardless, the student is responsible for all material assigned. It is recommended that the student read the materials as they are assigned rather than one night prior to the exam.

FIELD EXPERIENCES

Students enrolled in this course may have the opportunity to participate in a variety of field visitations designed to supplement and enhance the lecture-based learning experiences associated with the course.

Attendance at these functions may be mandatory or voluntary and will be communicated to the student by the instructor. In either case, participation in these educational activities will broaden the student's understanding of hospitality management.

METHODS OF INSTRUCTION

The traditional "reading and lecture" format will be supplemented with a variety of activities which may include some or all of the following: group projects, simulations, case studies, role playing exercises, site visitations, critiques, presentations, and industry interviews.

Since the ability to express ideas in written form is an important criteria for success, every student will have to demonstrate their understanding of the material by submitting a variety of writing samples including: essay exams and various written projects like those listed above. Additionally, discussion is strongly encouraged in the classroom.

ASSESSMENT MEASURES

Students in this course can expect the utilization of the following assessment techniques and methodologies:

- Direct questioning
- Peer evaluation and analysis
- Group project diaries
- One sentence summaries
- Directed paraphrasing
- Peer evaluation
- Pre/Post testing
- Pre/Post design redux
- Training program design

End of course survey
Quizzes, tests and exams

METHODS OF EVALUATION

Student achievement will be measured using careful analysis of no fewer than three tests and no fewer than two written projects. Attendance and class participation will be factors in determining the student's final grade. Some materials turned into the instructor may be retained by the instructor. Please note that the number and nature of the assignments and exams are subject to change. You will be notified by the instructor re. any changes.

IV. GENERAL OUTLINE OF TOPICS COVERED

1. Familiarization with the front office module of a PMS
2. The computer-based reservation process
3. Reservation management
4. The computer-based check-in and check-out processes
5. To understand report generation and the respective applications for each report
6. Familiarization with desktop publishing and its current and future uses
7. To understand the design aspects of desktop software
8. Familiarization with E-mail
9. Acquaintance with various F & B software packages
10. To understand the perimeters built into FD software and how to manipulate them
11. To establish computers as a management tool.
12. To increase student understanding of tasks performed by the front desk
13. To simulate actual front office activities
14. To show how computers can save money
15. To show how presentations software enhances speaking engagements
16. To see how the Web is revolutionizing the hotel business