Global Learning Semesters
Course Syllabus
Course: HOSP-665 Information Technology in the Hospitality Industry
Department: Hospitality and Tourism
Host Institution: University of Nicosia, Nicosia, Cyprus

Course Summary

Course Code	Course Title	Recommended Credit Hours
HOSP-665	Information Technology in the Hospitality Industry	3
Semester Offered	**Contact Hours**	**Prerequisites**
Please contact us	42-45	Graduate Standing
Department	**Level of Course**	**Language of Instruction**
Hospitality and Tourism	Upper Division	English

Course Description

This course is designed for students who will work within hospitality organizations as end users, user-managers, leaders, and IS professionals. The course provides the essential information that all hospitality management professionals should know about information systems in their work environment. There are three main goals in this course.

1. First, to learn about IS (Information Systems), understand and be able to clearly articulate the difference between IT and IS.
2. Second, to link concepts and technical jargon to the real world uses of IS.
3. Third, to learn the IS fundamentals you will need throughout your careers in hospitality if you are to successfully use and understand information technology.

Prerequisites

Graduate Standing

Topic Areas

1. What is the difference between information technology (IT) and information systems (IS) and why should user-managers know about IS (and what is a user-manager anyway)?
2. If you are a 'people person' - how much do you really need to know about IS? How can we make sense of all the business information systems available today?
3. How is IT purchased and developed by the hospitality organization - what will your role in that process be and what do you need to know to be an asset to the system selection or design team?
4. How do these concepts inform electronic commerce and the building of intranets and extranets - and just what do these words mean?
5. How are IS built, acquired, managed, and safeguarded?
6. And most importantly how is your understanding of IS going to help you in your chosen career track (front house and/or back house)?
7. How the external and internal customer benefit from these IS.

Readings and Resources

Required Textbooks

1. Kasavana M L. and Cahill J J, 2002. Hospitality Industry Computer Systems, fourth edition, Michigan, AHMA.
2. O'Connor P., 2001. Using Computers in Hospitality, third edition, London, Continuum

Recommended Reading

1. Zhongqing Z., 2003. E-Commerce & Information Technology in Hospitality & Tourism. New York: Delmar Thomson Learning.
2. O'Connor, P., 1996. Using Computers in Hospitality. UK: Cassell.
3. Peacock, M., 1995. Information Technology in the Hospitality Industry. UK: Cassell.
4. Sheldon, P. J., 1997. Tourism Information Technology. CAB International