El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA   **Hospitality Operations**

COURSE RUBRIC AND NUMBER   **HAMG 1319**

COURSE TITLE   **Computers in Hospitality**

COURSE CREDIT HOURS   <u>**3**</u>   <u>**3**</u>   :   <u>**1**</u>
                                                         Credits Lec   Lab

I.   Catalog Description

Provides an introduction to computers and their relationship as an information system to the hospitality industry.   The course includes an overview of industry-specific software. **(3:1).**

II.   Course Objectives

A. Unit I. Introduction
   1. Identify how the computer system is integrated in hospitality operations.
   2. Explore the various computer systems used in hospitality operations.
   3. Discuss the guest cycle.
   4. List terminology.
   5. Describe the reservation process.
   6. Distinguish between a reservation and a walk-in.
   7. Define the duties of a front desk clerk.
   8. Examine Front Office Management simulation software.

B. Unit II. Hotel Technology
   1. Describe prior guest room procedures.
   2. Discuss technology in the guest room.
   3. Examine interfacing of different systems.
   4. Discuss the costs and benefits of systems.
   5. Explain the in-room entertainment systems.
   6. Discuss stages of technology in hotels.

C. Unit III. Revenue Management
   1. Define occupancy forecast data.
   2. Estimate future room revenue.
   3. Explain management of group block data.
   4. State modification of average daily revenue (ADR) estimates.
   5. Create an individual room reservation.
   6. Modify an individual room reservation.
   7. Describe group "Master" reservations.
   8. Explain modification of group "Master" reservations.
   9. Discuss Revenue Management principles.
   10. Explain room rates to be charged.

D. Unit IV. Guest Stay Information
1. Revise room status reports.
2. Arrange room attendant schedules.
3. Select and assign guests to specific rooms.
4. Complete an alternate room assignment.
5. Discuss room assignments as they relate to scheduling room attendants.
6. Explain the importance of communicating with room attendants.

E. Unit V. Guest Departure and Payment
1. Practice posting folio charges.
2. Complete an adjustment to folio charges.
3. Form split charges.
4. Process and close folios.
5. Manage guest payment disputes.

F. Unit VI. Accounting and Financial Summaries
1. Perform balance and close out a shift.
2. Obtain balance of a full day's shift and complete reports.
3. Practice and reconcile a guest ledger.
4. Perform and reconcile a city ledger.
5. Complete a manager's daily report.
6. Access competitive set data.

III.   THECB Learning Outcomes (WECM)
1.   Identify how the computer system is integrated as an information source throughout the hospitality operation.
2.   Evaluate the cost of implementing a computer system within a hospitality operation.
3.   Use Internet search browsers to identify specific hospitality sources.

IV.   Evaluation

A. Unit Assignments

1. Unit assignments are designed to give the student the practice needed to become competent with front desk duties.
2. Activities will be graded on the basis of being correct and complete.
3. Assignments are due at the beginning of class unless otherwise instructed.
4. It is the responsibility of the students to complete assignments as outlined in the syllabus.
5. Activities will require time outside of the classroom.

B. Unit Written Exams, Lab hours, Assignments, and Attendance

1. There will be written exams.
2. A minimum of 15 Lab hours will be assigned.
3. Completion of assignments and satisfactory attendance will be part of the evaluation of the competence of a student.

C. Final Evaluation

1. The course grade will be based on a point scale for each item used in the evaluation.
2. The final grade will be determined by the percent of the total points accumulated during the course.

D. Grading Scale:

900-1000 points (90 – 100%)	=	A	Incomplete	=	I
800-0899 points (80 – 89%)	=	B	Withdrawal	=	W
700-0799 points (70 – 79%)	=	C			
600-0699 points (60 – 69%)	=	D			
000-0599 points (00 – 59%)	=	F			

E. Remediation

Students seeking additional help may obtain tutoring assistance from the instructor as time permits.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believeyou may need services, you are encouraged to contact the Center for Students with Disabilities todiscuss your needs with a counselor. All discussions and documentation are kept confidentialOffices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198);NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information