



Philadelphia University
Faculty of Administrative and Financial Sciences
Department of Hotel and Tourism Management
First Semester, Academic Year 2014/2015

Course syllabus

Course Title: Hotel and Tourism Computer Applications	Course code: 381450
Course level: Fourth year	Course prerequisite (s) and/or corequisite (s): 0381141
Lecture time: 9.45 – 11.00	Credit hours: 3

Academic Staff
Specifics

Name	Rank	Office number and location	Office hours	E-mail address
Dr. Ahmed Al Tamimi	Assistant Professor	32518		

This course is covered in the following College and Department Learning Outcomes:

College Learning Outcome no. 5

Department Learning Outcome no. 1 and no. 3

Course module description:

In this course students are provided with an overview of the property management systems used in hotels, for both Front office and back office functions, food & Beverage system and Galileo system .It explains Hotels sales computer applications and yield management strategies.

Course module objectives:

Module objectives:

- 1- To make students familiar with computer techniques related to Hotel facilities and Activities and the department i.e. food and beverage
- 2- Identify the students with procedure of reservation and registration and safe then in The stable computer program (Fidelio)
- 3- Identify the techniques of preparing the registration student applying computer Program.

Course/ module components

- **Books (title , author (s), publisher, year of publication)**

- 1- Applying the system of Fidelio for hotels
- 2- Applying the system of Galileo for a travel Agent

- **Support material (s) (vcs, acs, etc).**
- **Study guide (s) (if applicable)**
- **Homework and laboratory guide (s) if (applicable).**

Teaching methods:

Lectures, discussion groups, tutorials, problem solving, debates, etc.

Learning outcomes:

- Knowledge and understanding
 - 1- To Know how to work out the reservation procedure and how to accommodate the Guests and making bills and transfer the guest's expenditure,
 - 2- To understand the technique of analyzing and preparing reports and forms in all tourism establishment.
- Cognitive skills (thinking and analysis).
 - 1- Skills of analysis all types at reports in different level for tourism establishments.
 - 2- Skills at thinking in right direction how to compare different hotel services..
- Communication skills (personal and academic).
 - 1- Skills of Utilizing the theoretical aspect and apply it in practical moment.
 - 2- Skills writing reports including the all the job tasks of the front office.
 - 3- Skills of communicating with the web-sites.
- Practical and subject specific skills (Transferable Skills).
 - 1- To be families with the skills of all procedures for accommodation systems Including registration and reservation applying Fidelio system
 - 2- Skills of purchasing and storing different type at commodities..

Assessment instruments

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Homework
- Final examination: 40 marks

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	20
Second examination	20
Final examination	40
Reports, research projects, quizzes, homework, Projects	20
Total	100

Documentation and academic honesty

- Documentation style (with illustrative examples)
- Protection by copyright
- Avoiding plagiarism.

Course/module academic calendar

week	Basic and support material to be covered	Homework/reports and their due dates
10/23 -10/19	Introduction to hotel & Tourism information systems	
10/30 -10/26	Introduction to Fidelio Front Office system	
11/6 -11/2	Reservation	
11/13 -11/9	Front Desk (Reception	
11/20 -11/16	Cashiers	
11/27 -11/23 First Exam	Housekeeping & Rooms Management	
12/4 -11/30	Introduction to Fidelio Food & Beverage system	
12/11-12/7	Purchasing	
12/18 -12/14	Transactions	
12/25 -12/21	Introduction to Galileo system	
2015/1/1 -12/28 Second Exam	Encoding & Decoding	
1/8 -1/4	Timetable Entries	
1/15 -1/11	Timetable Options	
1/22 -1/18	Timetable Options	
1/ 29 -1/25	General Revision	
2/9 -2/1 Final Exam	General Revision	
2/12 - 2/9	Submitting Final Exam Results	

Expected workload:

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

Attendance policy:

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

Module references**Books**

The computer and Hotel Management by Abdul-Aziz Haikal 1996
Fidelio system for Hotels and accommodation
Galileo system for tour operators and travel Agents.

Journals

- Journal of Information Technology & Tourism

Websites

- www.microsoftfidelilio.com
- www.mega.com