GEORGE MASON UNIVERSITY
School of Recreation, Health, and Tourism

TOUR 320_001—Hospitality Management Information System (3)
Spring 2015

DAY/TIME:	T& TH 4:30 p.m. – 5:45 p.m.	LOCATION:	FX Exploratory Hall L102
PROFESOR:	Dr. Seungwon "Shawn" Lee	EMAIL ADDRESS:	slz@gmu.edu
OFFICE LOCATION:	PW BRH #222 FX RAC #2109 (T & TH)	PHONE NUMBER:	703-993-9915
OFFICE HOURS:	W (PW) & TH (FX) 11:00 a.m. -12:00 p.m.	FAX NUMBER:	703-993-2025

PREREQUISITES: TOUR 230 Intro to Hospitality Management

COURSE DESCRIPTION
Introduces management information systems (MIS) technology and its application to hospitality sectors from managerial and strategic perspectives. Surveys computer applications, products and trends in gathering, analyzing, storing and communicating information within hospitality sectors.

COURSE OBJECTIVES
1. Describe how managers use information technology to solve problem and make decisions;
2. Describe the role of, and describe the function of property management systems, reservation systems, POS, Restaurant management systems, and sales and catering systems;
3. Describe database management;
4. Apply hospitality-specific software to appropriate situations; and describe the role of hospitality managers in information systems development; and
5. Describe the role of hospitality managers in information systems development.

PROFESSIONAL ASSOCIATION STANDARDS/CAREER BUILDER
Further, upon completion of this course, students will meet or be provided training for the following professional accreditation standards:
- Delphi Sales and Catering/BEO certificate
- MICORS: Property Management System
- CVENT Certification: eMarketing, online registration, and site search.
- Preparation for the Certified Hospitality Technology Professional (CHTP) designation

NATURE OF COURSE DELIVERY
Face to face and online training

CLASSROOM: This class meets **in the Active Learning with Technology (ALT)** classroom. It is not equipped with individual workstations and all students are required to "bring your own device" (BYOD) to class. This is typically a personal laptop or tablet. Due to the nature of some online tools that may be introduced, a laptop (Mac or Windows) or a tablet running Windows 8.1 Pro would be optimal.

SUGGESTED READINGS
- Nyheim, P. & Connolly, D. (2011). *Technology Strategies for the hospitality industry (2nd edition)*. New Jersey: Prentice Hall

- Additional readings/watching materials will be also assigned during the semester.

EVALUATION

Type	Points	Due Date
Attendance	50	Each class
Midterm	75	March 5 (Thurs)
HMIS application Assignments #1 MICROS, #2 Event Mobile app development, and #3 DELPHI	150 (50 each)	Details to be announced
Individual presentation	25	Technology trends and class questions
Quizzes and homework	25	As announced during the semester
Final Exam	75	May 12 (Tue.), 4:30 pm – 5:45 pm
Total	**400**	

Attendance
Each absence that is not excused by a professor in advance will reduce 10 points from your attendance score of 50. If a student misses more than 5 classes (50 pints deduction), additional 10 points per each additional absence will be deducted from the final score of course without limit.

- Up to 2 absences will **NOT** be penalized.

- Excuses to miss class will be considered only when family or health emergency occurs and only that is documented.
- Leaving class early due to a special occasion should be notified to your instructor prior to the beginning of classes. Attendance credit will be given based on the length of hours stayed in a class.

It will be the student's responsibility to sign in on attendance sheets for each class.

Quizzes
Quizzes will be assigned selected week during the course. Each quiz is to be prepared and submitted as specified by the Instructor.

Homework Assignments
Homework will be assigned selected class during the semester. Each homework assignment is to be prepared and submitted as specified by the Instructor. Late homework may not be accepted – if accepted, a penalty may be applied. Acceptance of late homework and/or application of penalties will be at the sole discretion of the Instructor.

In class exercises
In-class exercises may be conducted in selected class sessions throughout the semester and may be used to earn extra-credit for the exams. Exercises will not be announced in advance. Any student who misses an exercise due to an unexcused absence will receive zero (0) for that exercise.

TENTATIVE COURSE SCHEDULE

WEEK	CLASS #	MODULE	DATE	TOPIC	READING/WATCHING MATERIALS
1	1		1/20 (Tue)	Introduction to Course & ALT	http://www.ted.com/talks/ken_robinson_changing_education_paradigms
	2	**IT and MIS Module**	1/22 (Thurs.)	Hospitality Key trends (terms) Homework assignment #1	HospitalityUpgrade (http://www.hospitalityupgrade.com)
2	3		1/27 (Tue)	Digital Hospitality Operation I	
	4		1/29 (Thurs.)	Hospitality Information System and Integration I	
3	5		2/03 (Tue)	Hospitality Information System and Integration II	
	6		2/05 (Thurs.)	Database Concepts & User Computing	
4	7	**Hotel Module (MICROS OPERA)**	2/10 (Tue)	Hotel/Lodging Management Systems I	
	8		2/12 (Thurs.)	Hotel/Lodging Management Systems II	
5	9		2/17 (Tue)	Hotel/Lodging Management Systems III	
	10		2/19 (Thurs)	Hotel/Lodging Management Systems IV	
6	11		2/24 (Tue)	Hotel/Lodging Management Systems V	
	12		2/26 (Thurs)	Hotel/Lodging Management Systems VI	
7	13	Mid-term	3/03 (Tue)	MICROS assignment #1 DUE and Mid-term review	
	14		3/05 (Thurs.)	Mid-term exam	
8		Spring Break	3/10 (Tue)	No Class (Spring Break)	
			3/12(Thurs.)	No Class (Spring Break)	
9	15	**Event/Meeting technology Module**	3/17 (Tue)	Event and Meeting Technology	
	16		3/19 (Thurs.)	Event and Meeting Technology: VMT I	
10	17		3/24 (Tue)	Event and Meeting Technology: VMT II (CISCO Webex) *Guest speaker	
	18		3/26 (Thurs.)	Event diagram application (*MeetingMatrix and GoToMeeting)	
11	19		3/31 (Tue)	Event/Meeting Venue search application (*CVENT)	

	20		4/02 (Thurs.)	Event Mobile Application Development 1 (*guest speaker: Eventmobi)	
12	21		4/07 (Tue)	Event Mobile Application Development 2	
	22		4/9 (Thurs.)	Event Mobile Application **(Assignment #2) Showcase**	
13	23	**Restaurant & Catering Management System Module (DELPHI)**	4/14 (Tue)	Restaurant Management Systems I - Point-of-Sales (POS) system	
	24		4/16 (Thurs.)	Restaurant Management Systems II	
14	25		4/21 (Tue)	Catering Management System I *Guest speaker	
	26		4/23 (Thurs.)	Catering Management System II	
15	27		4/28 (Tue)	Catering Management System III **DELPHI assignment #3 (New Employment) due**	
	28		4/30 (Thurs.)	Trends of HMIS (EXAM study guide)	
Exam week			**5/12 (Tue.)**	**Final exam 4:30pm ~5:45pm**	

Grading scale

A	= 94 – 100	B+	= 88 – 89	C+	= 78 – 79	D	= 60 – 69
A-	= 90 – 93	B	= 84 – 87	C	= 74 – 77	F	= 0 – 59
		B-	= 80 – 83	C-	= 70 – 73		

376 - 400 (94%-100%)   A
360- 375 (90%-93.9%)   A-
352 -359 (88%-89.9%)   B+
336- 351 (84%-87.9%)   B
320- 335 (80%-83.9%)   B-
312- 319 (78%-79.9%)   C+
296- 311 (74%-77.9%)   C
280 -295 (70%-73.9%)   C-
240- 279 (60%- 69.9%)   D

GMU Policies

Student Expectations

- Students must adhere to the guidelines of the George Mason University Honor Code [See http://oai.gmu.edu/honor-code/].

- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See http://ods.gmu.edu/].

- Students must follow the university policy for Responsible Use of Computing [See http://universitypolicy.gmu.edu/policies/responible-use-of-computing/].

- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.

- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.

Campus Resources

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See http://caps.gmu.edu/].

- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See http://writingcenter.gmu.edu/].

- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See http://rht.gmu.edu].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all times.

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

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