HIGHER HOTEL INSTITUTE CYPRUS

Module Structure

Module Title : Computer Reservation Systems

Module Code :   HTPM222

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 2

Group : HTMII RD   **Semester : Fall**

Number of Hours Taught :   2 per week   **ECTS :**   3

Instructor:	Francesca Afxentiou-Nicolaou		
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Pre-requisite(s) : Front Office Operations

Module Rationale

Through this module the students gain an understanding of the importance of information technology in the hospitality industry. They are exposed to Property Management Systems (PMS), their evolution, uses and importance as well as their interface with Global Distribution Systems (GDS) and Central Reservation Systems (CRS).

Aims

This course provides students with the practical training needed to replace the theory learnt the previous semester concerning the fundamental functions within the front office department in hotel operations. It helps students to understand the different functions which are interrelated and interdependent. Also, it helps students to understand and get familiar with the use of computers in hotels, the Property Management System (PMS) interface with other stand-alone systems and different other PMS offered in the hospitality market.

Intended Learning Outcomes

On successful completion of this module, students will be able to:
1. Familiarise themselves with the use of the computer applications used in the Front Office department
2. Acknowledge the importance of selecting the proper software and hardware based on the workflow analysis
3. Identify different other PMS
4. Understand the importance of PMS interface with stand-alone systems such as GDS and CRS
5. Make and amend individual, group and walk-in reservations

6. Create new rates
7. Handle check-in procedures, rooms availability and allocation
8. Learn how to use the various reports properly
9. Post charges in folios, handle folio charges and transactions, settlement of accounts and check out procedures.

Delivery Methods:

Lectures, Demonstration, Audiovisual Aids, Simulation Exercises, Practical Training

Assessment:

Simulated Exercises	30%
Group Project and Presentation	30%
Final Examination	40%

Module Requirements

Refer to the students' manual for the module requirements

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	02/10-05/10	• Introduction to the software and hardware system (Theory) • PMS Functionality (Theory)	Handouts
2.	08/10-12/10	• PMS Functionality (Theory) • Learning the PMS (Theory) • Reservations – Create Customer/Travel Agent • Create Rates • Reservations - Individuals • Exercises	Handouts Theova Manual
3.	15/10-19/10	• PMS Application in Front Office (Theory) • Reservations – Create Tour Operators • Create rates • Reservations - Group • Exercises	Handouts
4.	22/10-26/10	• Real-Time Interface with the GDS/CRS (Theory) • Reservations – Walk-ins • Exercises	Handouts
5.	29/10-02/11	• Arrivals – Room Availability • Check and change Room Status • Exercises	
6.	05/11-09/11	• Arrivals – Room Assignment • Exercises	Handouts
7.	12/11-16/11	• Guest Lecturer • Arrivals – Check-In • Exercises	
8.	19/11-23/11	• Arrivals – In House reports	

Week	Dates	Topics to be Covered	Reference Chapter / Material
		• Exercises	
9.	26/11-30/11	• Occupancy – Posting Charges • Exercises	
10.	03/12-07/12	• Different other PMS (Theory) • Occupancy – Posting Charges • Exercises	Handouts
11.	10/12-14/12	• Different other PMS (Theory) • Departure – Settlement of Account • Departure – Individual and City Ledger • Exercises	
12.	17/12-21/12	• Departure – Check Out • Group Presentation	
13.	07/01-11/01	• Exercises – Revision	

Essential Reading

Lecture notes and handouts, Theova manual

Additional Reading

- Abbott P. and Lewry S. 2000. Front Office: Procedures, Social Skills, Yield and Management. 2nd ed. Butterworth-Heinemann: Oxford
- Baker S., Huyton J., and Bradley P. 2000. Principles of Hotel Front Office Operations. 2nd ed. Thomson: London
- Bardi, A. James, 2011. *Hotel Front Office Management.5th* ed. Wiley: New Jersey
- Clayton W. Barrows and Tom Powers. 2009. Introduction to Management in the Hospitality Industry. 9th ed. Wiley: New Jersey
- Michael L. Kasavana and Richard M. Brooks. 2005. *Managing Front Office Operations.* 7th ed. Educational Institute: AH&LA
- Peter D. Nyheim, Francis M. McFadden and Daniel J. Connolly. 2005. *Technology Strategies for the Hospitality Industry*. Pearson Education, Inc.: New Jersey
- Tewari, Jatashankar R., 2009. Hotel *Front Office Operations and Management*. India: Oxford University Press.