

HOSP 220 : Technology in the Hospitality Industry

Credits 5

Quarter Offered Fall

Learn the basics of purchasing, implementing, maintaining, and effectively managing a variety of technology systems such as reservations systems, room management, guest accounting, property management, catering software, point-of-sale, food and beverage management, and security maintenance for technology. This class may include students from multiple sections.

Course Outcomes

Identify and evaluate common technology systems used in hospitality operations.

Describe the various ways in which hospitality businesses use technology to process reservations and manage rooms.

Identify and explain the function of common Property Management (PMS) interfaces, which include point-of-sale systems, call accounting systems, energy management systems, electronic locking systems, and guest-operated devices.

Identify Payment Card Industry (PCI) and Data Security Standard (DSS) objectives and requirements.

Explain the functions and use of food and beverage management applications, including those concerning recipe and menu management, sales analysis, and pre/postcosting.

Identify and describe the catering software and accounting applications that are available to hospitality businesses.

Identify the various threats to technology systems and the security precautions that should be taken to keep those systems safe.