

COURSE OUTLINE

1. GENERAL INFORMATION

FACULTY	ECONOMY AND MANAGEMENT		
DEPARTMENT	ORGANIZATIONS MANAGEMENT, MARKETING AND TOURISM		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE CODE	1605 -230620	SEMESTER	6th (dir. Tourism)
TITLE	Hotel Management Systems - PMS		
Autonomous Teaching Activities		WEEKLY TEACHING HOURS	CREDITS
Lectures, Laboratory Exercises		1T.3L	5
TOTAL		4	5
COURSE TYPE	SPECIAL BACKGROUND		
PREREQUISITE COURSES			
TEACHING LANGUAGE	GREEK AND ENGLISH		
COURSE OFFERED TO ERASMUS STUDENTS	YES		
COURSE WEBPAGE (URL)	http://ommt.ihu.gr/wp-content/uploads/courses21/210622_Per_Systhmata-daxeirishs-ksenodoxeiwn-PMS.pdf		

2. LEARNING OUTCOMES

Learning outcomes
<p>The course aims at the analysis of the property management system, Property Management System (PMS), a single-integrated computer system of hosting companies, so that students:</p> <p>1. KNOWLEDGE: Describe the structure of PMS (Property Management System), internet applications, and internet collaboration used by hotels.</p> <p>2. UNDERSTANDING: Distinguish the systems and applications used for:</p> <ul style="list-style-type: none"> • promoting the business, • online booking and online collaboration, • the management of all bookings made in any way and by any means, • room management, • the management of telephones and other facilities and amenities, • housekeeping management, • maintenance and safety management, • the management of food departments (e.g. restaurant, bar, etc.), • managing customer accounts, • warehouse management, • supply and cost management, • marketing management, • human resource management,

- management of accounting, payroll and
- the administration.

3. APPLICATION: To find out for each system from which subsystems/systems it draws data, or for each system to which systems it transfers data and to classify the forms (tabs) of the systems per system by examining what they are intended for.

4. ANALYSIS: To combine the information needs of the management at all levels of the organization to make the appropriate decisions, the data from the company's premises, the legal framework, and the human resources for the configuration of the PMS, designing the types of rooms, the price lists, and the types of documents that will be issued by the Reception with a detailed reference to the types of reservations (allotment and commitment contracts of the agencies, tour operators and online travel agents, of the individual clients), to the categories of clients and their professions, to segmentation of markets based on specific characteristics.

5. COMPOSITION: To explain the internet applications, which have been adopted by the hotels and to compose application groups as packages-subsystems of sectors (rooms, food, sales, human resources, and economy), which by their integration create a PMS, to effectively control all the activities of a hotel.

6. EVALUATION: To compare the capabilities of each PMS and after the clarification of the purpose of the system, the feasibility study and the determination of the needs of the system users to decide which is more suitable for each hotel, in order to cover all the activities that need electronic data processing and all information needs.

General Skills

- Search, analysis and synthesis of data and information, using the necessary technologies
- Adaptation to new situations
- Decision making
- Autonomous work
- Teamwork

3. COURSE CONTENT

1. PMS (Property Management System) of hosting companies.
2. Configuration of the system based on the jurisprudence, the logistical infrastructure of the company, its aspirations and human resources.
3. System applications and systems application groups (packages) for hotels-integration of application groups
4. PMS-assisted applications such as CRM, GIS, VoIP, ASP, RFID, NFC, e-Procurement, e-Recruitment, e-Learning, Consumer Generated Media, Newsletter, RSS.
5. Reservation systems.
6. System of internet promotion and cooperation of a hosting company, website, web booking engine, channel management system, search engine optimization, online reputation management, e-CRM, RMS (revenue management system).
7. Front office systems such as receptions, conferences, and receptions.
8. Housekeeping systems, telephones, and other facilities and amenities.
9. Maintenance and safety systems.
10. POS systems, warehouse, power supply, costing.
11. Marketing, customer history, contact management, and sales analysis systems.
12. Payroll systems, personnel management, financial management.

13. Criteria for selecting a suitable PMS system and practice exercises for selecting a suitable PMS system

4. TEACHING AND LEARNING METHODS - ASSESSMENT

TEACHING METHOD	Face to face in both theory and laboratory.	
ICT USE	Use of ICT in theory, in the laboratory, and the communication with the students.	
TEACHING ORGANIZATION	Activities	Working Load per Semester
	Lectures using PowerPoint	39
	Computer lab exercises with hotel programs and internet use.	13
	Tutoring	39
	Written Assignment	23
	Seminars	12
	Educational visits	24
	TOTAL	150
ASSESSMENT	<p>The evaluation is done in the Greek language In theory with open-ended questions and short growth ones at the end of the semester. In the laboratory with exercises in real working conditions using computers at the end of the semester. Students are allowed to see the correct answers and to cross-check the correctness of their grading on the course website.</p>	

5. REFERENCES

-Suggested bibliography:

Nerantzis K.2018. Information systems and applications in hosting companies

Θεοχάρης Ν.2016. Hotel Business Room Management.

Bruce, Braham. 1993. Computer systems in the hotel & catering industry

Kasavana, Cahill. 1997.Hospitality industry computer systems 3rd edition.

McFadden, Conolly. 2005. Technology Strategies for the Hospitality industry.

Sheldon P.J. 1997. Tourism Information Technology.

Ebusiness forum. Deliverable. 2006. Electronic Services and Applications in Tourism: Current Situation and Prospects

WEBSITES

<http://www.micros.com/>

<http://www.hit.com.gr/>

<http://www.bluebyte.gr>

<http://www.sunsoft.gr>

<http://www.infor.com/>

<http://portal.singularlogic.eu/>

<http://www.csshotelsystems.com/>