



Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Ljubica Pilepić Stifanich, PhD, Associate Professor	
Name of the course	Business information systems in Hospitality	
Study programme	Graduate Studies (Hospitality Management)	
Status of the course	compulsory	
Year of study	1.	
ECTS credits and manner of instruction	ECTS credits	6 ECTS
	Number of class hours (L+E+S)	60 (30+30+0)
<i>1. Course objectives</i>		
To enable students to understand the concept of information systems (IS), types of IS, grasp the importance of applying a process approach to organizing, with special emphasis on the hotel industry. To teach student about IS in supporting business processes in the hotel industry and creating databases for business management (using specific types of IS). To teach students the ways and methods of building IS. To explain to students the relationship of hotel IS and modern e-business via the Internet. To teach students through exercises to independently use applications of a typical hotel IS.		
<i>2. Course enrolment requirements</i>		
<i>3. Expected learning outcomes</i>		
Students will be able to distinguish information systems (IS) from information technology (IT), describe business IS in the hotel industry, analyse conditions and identify requirement and potential problems encountered in the hotel industry in IT application, recognise key data and information needed in making the right business decisions, accurately describe IS development phases (from analysis to implementation), distinguish vertical IS per activities and in particular hotel applications (horizontal classification), understand and apply typical ICT in the hotel industry, use standard hotel applications (sales, reception desk, managing supplies), and explain the advantages of modern e-commerce via the Internet in the hotel industry.		
<i>4. Course content</i>		
Introduction to the concept and types of systems, hotels as business systems, the basic of a process approach – focus on business processes, IS in managing business processes, property management systems, reservation platforms, channel management software, IS support to key hotel process – implementing IT in the hotel sales, front desk, food & beverage department, hotel procurement department and inventory management, hotel maintenance; IS support to business analyses and decision-making, e-Commerce and cloud technologies in hospitality.		
<i>5. Manner of instruction</i>	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> seminars and workshops <input checked="" type="checkbox"/> exercises <input checked="" type="checkbox"/> distance learning <input type="checkbox"/> fieldwork	<input checked="" type="checkbox"/> individual assignments <input checked="" type="checkbox"/> multimedia and network <input checked="" type="checkbox"/> laboratories <input checked="" type="checkbox"/> mentorship <input type="checkbox"/> other
<i>6. Comments</i>	Exercises are carried out on computers in the IT laboratory (use of software: Opera Property Management System).	
<i>7. Student responsibilities</i>		



Students are required to actively participate in all forms of teaching. Individual and group resolution of concrete business examples using computer software.

*8. Monitoring of student work<sup>1</sup>*

Class attendance	2,4	Class participation		Seminar paper		Experimental work	
Written exam	1,1	Oral exam		Essay		Research	
Project assign1	0,5	Continuous assessment	1,7	Report		Practical work	
Project assign2	0,3						

*9. Assessment of learning outcomes in class and at the final exam (procedure and examples)*

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management.

For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

*10. Mandatory literature (at the time of submission of study programme proposal)*

Spremić, M., Srića, V. et al. (2016), Informacijski sustavi u poslovanju, Sveučilište u Zagrebu, Ekonomski fakultet Zagreb.

Galičić, V. & Šimunić, M. (2006), Informacijski sustavi i elektroničko poslovanje u turizmu i hotelijerstvu, Sveučilište u Rijeci, Fakultet za turistički i hotelski menadžment u Opatiji, Opatija.

*11. Optional/additional literature (at the time of submission of the study programme proposal)*

Panian, Ž. & Strugar, I. (2013), Informatizacija poslovanja, Sveučilište u Zagrebu, Ekonomski fakultet Zagreb, 2013.

Piccoli, G. & Pigni, F. (2016), Information Systems for Managers with Cases, Edition 3.1., Prospect Press.

*12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences*

The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.

<sup>1</sup> IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.