

**Course Outline**  
**HRMT 203**  
**Technology Applications in the Hospitality Industry**  
**3 credits**

**The Community College of Baltimore County**

**I. General Course Description**

Technology Applications in the Hospitality Industry

Introduces the basic and specific use of computers in the hospitality industry; provides hands-on use and knowledge of software and information systems used in the various hospitality industry operations.

Prerequisite: HMRT 101 or consent of the instructor

**II. General Course Objectives**

When the student completes the course, he/she will be able to:

- A. Understand the use of the Micro System in a hospitality operation.
- B. Identify various front office software systems.
- C. Analyze and apply Microsoft Word's application for various hospitality applications.
- D. Analyze and apply the use Microsoft Excel in a hospitality operation.
- E. Understand the growth of technology in the hospitality industry.
- F. Demonstrate a working knowledge of various POS software packages used in the hospitality industry.
- G. Discuss the impact of technology in the lodging industry.
- H. Identify the latest applications used to develop hospitality industry information systems.
- I. Explain the functions of a hospitality industry information system network, and how a system is developed and implemented in a hospitality operation.
- J. Demonstrate a working knowledge of Microsoft Outlook.
- K. Understand the use of information systems in inventory control and be able to develop a computer-based system.
- L. Identify the computer applications used in Hospitality marketing and sales.
- M. Explain how technology has impacted management reporting in the hospitality industry.
- N. Explain how technology is used in financial reporting in the hospitality industry.

**III. Major Topics**

- A. The Micros point-of-purchase information system
- B. Front office information systems
- C. The Microsoft office suite

- D. Technology future trends in the hospitality industry
- E. Marketing information systems
- F. Inventory control systems

#### **IV. Course Requirements**

Specific assignments and procedures for evaluating student performance in this course will be described in the individual class syllabus. However, all students will:

- A. Participate actively in class activities, which includes hands-on training in a computer lab.
- B. Respond to required reading and homework assignments that will include internet research and hospitality industry journals.
- C. Successfully complete a minimum of two exams and quizzes that demonstrate a mastery of the major concepts in the course.
- D. Successfully demonstrate appropriate computer based skills.
- E. Present/participate in individual or group presentations.
- F. Participate in field trips to local hospitality operations