



INTERNATIONAL  
HOTEL SCHOOL



## Managing Technology in the Hospitality Industry



### - Duration -

10 weeks  
(5–10 hours per week).



### - Certification -

Graduates receive the IHS Short Course Certificate as well as an AHLEI award.

### Course Description

This course provides an overview of the information needs of lodging properties and food service establishments; addresses essential aspects of computer systems, such as hardware, software, and generic applications; focuses on computer-based property management systems for both front office and back office functions; examines features of computerised restaurant management systems; describes hotel sales computer applications, revenue management strategies, and accounting applications; addresses the selection and implementation of computer systems; focuses on managing information systems; and examines the impact of the Internet and private intranets on the hospitality industry.

### What does the programme cover

- Criteria used to evaluate hospitality technology applications.
- Common technology systems used in hospitality operations.
- Components necessary for a complete computer system—input/output devices, a central processing unit, and external storage devices.
- Ways in which hospitality businesses use technology to gain and process reservations.
- The rooms management module.
- The guest accounting module.
- PMS interfaces, including point-of-sale systems, call accounting systems, energy management systems, electronic locking systems, and guest-operated devices.
- Hardware configurations of POS systems used by food service operations.
- Food and beverage management applications, including those concerning recipe and menu management, sales analysis, and pre/post-costing.
- The automated sales office.
- Revenue management principles.
- Catering software.
- Accounting applications that are available to hospitality businesses.
- Components of information management, with special attention to data processing and database management.
- Threats to technology systems and the security precautions that should be taken to keep those systems safe.
- Technology system maintenance.

#### IHS ONLINE CAMPUS

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