



Course Specifications

Course Title:	Electronic operational systems in hotels
Course Code:	
Program:	B.Sc. of Tourism and Hospitality Management: Hotel Management (Minor Specialization)
Department:	Tourism and Hospitality Management
College:	College of Business
Institution:	Umm Al Qura University

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A. Course Identification

1. Credit hours: 3
2. Course type
a. University <input type="checkbox"/> College <input type="checkbox"/> Department <input checked="" type="checkbox"/> Others <input type="checkbox"/>
b. Required <input type="checkbox"/> Elective <input type="checkbox"/>
3. Level/year at which this course is offered: Level 8/ year 3
4. Pre-requisites for this course (if any): Rooms division 1
5. Co-requisites for this course (if any):

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom		40%
2	Practical learning		50%
3	Blended		
4	E-learning		
5	Distance learning		
6	Other		10%

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	30
2	Laboratory/Studio	15
3	Tutorial	
4	Others (specify)	
	Total	45

B. Course Objectives and Learning Outcomes

1. Course Description

This course aims to combine the practical and theoretical knowledge to increase the student understanding of the used hotel electronic operating systems. The course will provide an overview understanding of the most common hotel operating system. Furthermore, this course will be more focused on the most common hotel operating system OPERA. In this course, students will be able to make a reservation, guest profile, check in, check out, and more.

2. Course Main Objective

The main objective of this course could be described as follow:

- Introduce the hotel electronic operating system and why important it is to be considered in the hotel industry.
- Explain how the profiles of the hotel guests should be organized through these systems
- Explain how to successfully register a phone call reservation in hotel electronic operating systems.

- Explaining how to complete the hotel guest check-in process through hotel electronic operating systems.
- Explaining how to manage hotel rooms through the electronic operating systems, room status, room cost, length of stay, and others.
- Explaining how to close the hotel guests' bills including the checkout process.
- Explaining the role of night audit.

Briefly describe any plans for developing and improving the course that is being implemented. (e.g. increased use of IT or web based reference material, changes in content as a result of new research in the field)

- Both theoretical and practical knowledge is needed for this course. However, **students who registered for this course are in need to have access to the OPERA hotel operating system to practically learn how this system is used.**

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and understanding	
1.1	Understanding the significance of the hotel electronic operating system for hotel performance.	
1.2	Understanding how to deal with the OPERA system to increase hotel performance and reduce mistakes, time spend, and money.	
1.3	Understanding the importance of building easy access data for the hotel guest (guest profile) in terms of marketing, meeting guest needs, and loyalty.	
1.4	understanding the role and support OPERA system provides for each of the hotel departments, and how they are connected through this system.	
2	Skills:	
2.1	The students should learn how to use this system successfully	
2.2		
2.3		
2.4		
2.5		
2.6		
3	Values:	
3.1	Understanding the OPERA system is quite significant as the operation of the hotels is run electronically through an electronic operating system.	
3.2		
3.3		
3...		

C. Course Content

No	List of Topics	Contact Hours
1	Introduction to computing application	2
2	Introducing the Hotel Property Management Systems (PMS)	2
3	Reservation, registration, occupancy	2

4	Practical practice	2
5	Room assignment, room blocking, checking out	2
6	Practical practice	2
7	OPERA system in the housekeeping department	2
8	OPERA system uses for the reservation department	2
9	OPERA system in the hotel maintenance department	2
10	OPERA system in the food and beverage department	2
11	OPERA system uses by the accounting department	2
12	Practical practice	2
Total		

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	Understanding how to create guest profiles in the hotel electronic operating system (OPERA)	Active Learning strategies	Practical assessment using opera software
1.2	Understanding how to complete check-in and check-out for the hotel guests.	Active Learning strategies	Practical assessment using opera software
1.3	Understanding how to manage hotel guest accounts and bills through the OPERA system.	Active Learning strategies	Practical assessment using opera software
1.4	understanding the tasks required for the receptionist before completing check-out.	Active Learning strategies	Practical assessment using opera software
1.5	Explaining the night auditor's role and tasks.	Active Learning strategies	Practical assessment using opera software
2.0	Skills		
2.1	The ability to manage hotel rooms through the hotel electronic operating system	Active Learning strategies	Opera software Practical assessment
2.2	The ability to prepare the files and reports of the front office department.	Active Learning strategies	Opera software Practical assessment
2.3	Having the ability to manage and produce the night audit tasks and reports	Active Learning strategies	Opera software Practical assessment
2.4	Improving the receptionist's communication skills with hotel guests during check-in and check out.	Active Learning strategies	Opera software Practical assessment
3.0	Values		
3.1			
3.2			
...			

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	First & second quizzes	3, 8	20%
2	Practical exercises	5, 6, 9	30%
3	Class participation	Every week	10%
4	Final exam	14	40%
5			

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for the availability of faculty and teaching staff for individual student consultations and academic advice:

- Office hours (2 hr/week).
- E-mail (available).
- BlackBoard facility for female Campus

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	<ul style="list-style-type: none"> • Opera Manual 5 • Opera procedures.
Essential References Materials	<ul style="list-style-type: none"> • Front office operations
Electronic Materials	-
Other Learning Materials	<ul style="list-style-type: none"> • OPERA operating system, training version 2016

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Classroom.
Technology Resources (AV, data show, Smart Board, software, etc.)	Smartboard system, OPERA training software for the course instructor, OPERA training software for each student to practice.
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	Learning lab with computers and OPERA training system.

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Effectiveness of teaching and assessment	Students	Students' feedback through Questionnaire
Effectiveness of teaching and assessment	Students	Meeting with registered students to discuss the challenges
Quality of learning resources	Faculty	Review a sample of students' exams by another lecturer in the same program

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	
Reference No.	
Date	