National Kaohsiung University of Hospitality and Tourism Course Outline

Grade： 111　　　　　　　　　Semester： 2

Class ： 424AClass 4A, Four-Year Technical College Program in Food and Beverage Management

Subject ： 425161Restaurant Information Management

Chinese Course Outline

Credit： 2　　　　　　　　　Course Hours： TH(1,2)

Instructor： ltzen　　　　　　　Office Hour： Tue. 13:20-16:00

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Item	Content
Teaching Purpose	(1) Understand the content, trend and future development direction of the communication of business management resources in the hospitality industry (2) Cultivate the knowledge and skills to use industry software and information technology to handle various hospitality and tourism operation processes. (3) Learn the software and hardware systems (network search,POS, ERP, etc.) related to the actual operation of hospitality informatization. (4) The professional information management skills and knowledge needed to shape the executives of the future hospitality industry. (5) Enhance the use of information and communication technology to promote the modernization of hospitality and tourism management. (6) Discuss the development status and future trends of communication management and operation data analysis in the hospitality industry.
Course Content	In the face of information and communication technology (ICT) has become a key platform for promoting operations, business and communications on a global scale, and the tourism industry is also actively promoting the application of many information and communication technology tools and strategies, this trend makes future tourism industry practitioners must have the management ability of information and communication technology, so this course "Food and Beverage Information" The main purpose of management is to cultivate the professional computer information skills and scientific and technological management knowledge required by the students of the Department of Food and Beverage Management to become senior executives in the hospitality industry in the future. Enhance its function of applying modern new technology tools, and learn the development trend of the future application of modern technology tools in restaurants and hotels. The content of the course is in line with international certification, and mainly uses the Managing Technology in the Hospitality Industry Industry published by the American Hotel Association Education Institute (AHLEI) as the core textbook, including the application of tourism and catering industry Communications Technology's software and hardware, interfaces, management strategies, system integration, system management and security control, etc., interspersed with various online hospitality statistical resources and hospitality information systems (POS and ERP Practical exercises, which operate in the same way as a digital learning course during the course, encourage students to participate in inter-class discussions and interactions, and promote students to obtain AHLEI International Accreditation at the end of the term. Through the interactive learning of theoretical teaching and practical practice, students will enhance their ability to apply information technology in the catering industry in the future, and further expand their future employment opportunities in the hospitality industry.
Week 1	Course overview Course Introduction, Digital Learning Platform (LMS) Usage, Learning Specifications, AHLEI International Certification, Hospitality Trends Face-to-face in-class

Week 2	Introduction to the application of hospitality information technology Concept, status, trend and future outlook of the application of catering and tourism communication technology, Introduction to catering information management system Face-to-face in-class
Week 3	Introduction of computer hardware and software and information management basics of catering and tourism industry Basic knowledge of computer hardware and software and information and communication technology tools used in the hospitality industry, basic knowledge of information management and information technology Sync online
Week 4	Hardware technology and architecture of POS system, functions and new technologies of the POS system for restaurant sales management Sync online
Week 5	Operation exercises of the POS system Architecture, function and practical operation of the pos system software for restaurant ordering Face-to-face in-class
Week 6	POS system and service blueprint design Service blueprint design rules, restaurant POS system SOP operation process design and management report analysis Face-to-face in-class
Week 7	Hospitality group business and revenue management Concepts and example exercises in group business, channel management and revenue management in the hospitality industry asynchronous online (spring break holiday)
Week 8	Independent restaurant management information system Architecture, functions and exercises of independent restaurant management information systems, principles and examples of recipe management and menu engineering Sync online
Week 9	Introduction to the basics of the ERP system at the headquarters of the chain restaurant The infrastructure, functions and operation principles of the ERP system of the chain restaurant headquarters, and the practice system exercise of establishing basic data Sync online
Week 10	The ERP system of the chain restaurant headquarters should be used for practical operation The menu recipe list of the chain restaurant headquarters ERP system is established and the branch headquarters please take the process practice system exercise Face-to-face in-class
Week 11	Chain restaurant headquarters ERP system inventory management practice Chain restaurant headquarters ERP system production warehousing and various inventory management process practice system exercises Face-to-face in-class
Week 12	Hospitality Accounting Management System Architecture, function and future development trend of the backfield accounting management system in the hospitality industry Sync online
Week 13	Procurement and project management of hospitality information management system The selection of the operation process of the catering and tourism information management system and the basic concept of project management Sync online
Week 14	Information security management and maintenance of the hospitality industry Catering and tourism information system security management and maintenance issues and other related knowledge Sync online
Week 15	Future application of new technology in hospitality and course review Introduce modern new technology application tools, the latest technology

	application trends in hotels and restaurants, and review the final exam questions Sync online
Week 16	Future application of new technology in hospitality and course review Introduce modern new technology application tools, the latest technology application trends in hotels and restaurants, Face-to-face in-class
Week 17	Week of Preparing Graduate
Week 18	Week of Graduating
Grades	(1) Topic discussion: Online topic reflection and response to the weekly learning content, scoring content including richness, extension, innovation, etc., a total of 10 topic discussions, take the initiative to discuss the topic 2 points / time, respond to the teacher or classmate question 1 point / time, the total maximum score of 20%. (2) Usual test: classroom discussion and digital textbook learning achievement evaluation, 40 multiple choice questions each time, the scope of the test is mainly based on the course content, there are multiple examination opportunities, a total of 15%. (3) Group results report: Practical operation and practice POS and ERP information system results report, a total of 2 times, open peer evaluation method, mutual observation and scoring, plus teacher scoring, a total of 2 times x 15% = 30%. (4) Group peer evaluation: Complete 2 peer evaluations with certainty, fairness and complete comments, a total of 2 times x2% = 4%." (5) Revenue management simulation competition: The revenue management simulation competition system operates the competition results and results report, and the ranking and scores of the competition are calculated based on the quarterly ranking. The first place is 95 points, the second place is 90 points, and the third place is 85 points. , but the last three places get 60 points, the competition ranking score is the average score of the four seasons accounting for 15%, the competition result report accounts for 5%, and the total score is 20% (6) Online content learning completion rate: The completion rate of the 15th week textbook recorded by the cross-device digital learning platform statistics is based on the total 100% x10% = 10%. (7) Learning questionnaire: Complete all the learning opinion questionnaire content at the beginning, middle and end of the period, a total of 3 times x2% = 6%. (8) Usual performance: including class attendance (missing 1 time - 2 points) and physical excellent performance in class (active questioning or assistance +1) plus points, up to a maximum of 5%. (9) Semester Results: All the above scores are 20+15+30+20+4+10+6+5=110 points, more than that 100 points are calculated to be 99 points, under 56 points are not passed, and those who do not reach 60 points above 56 points will be adjusted after submitting their reports, and the list of supplementary reports will be announced after the final examination.
Texts and Reference Materials	(1) Text：M.L. Kasavana, 2017, Managing Technology in the Hospitality Industry 7ed., AHLEI express (2) Collins, R. Galen and Cobanoglu, Cihan, 2017, Hospitality Information Technology – Learning How to Use It, 8th ed. Kendall/Hunt Publishing Company (3) Gabor Forgacs, 2017, Revenue Management – Maximizing Revenue in Hospitality Operations, 2nd Ed. AHLEI Publishing (4) iThome週報網路平臺，http://www.ithome.com.tw (5) 數位時代網路資訊平台，http://www.bnext.com.tw (6) Russell Partnership Collection (Technology), https://www.russellpartnership.com/ (7) Smith Travel Report (Data Analysis), https://str.com/zh-hans

(8) Using Computers in Hospitality, Peter O'Connor, 2000, CASSELL London and New York.
(9) 官方資訊科技發佈評台, http://www.find.org.tw/find/home.aspx
(10) Knowledge Platform for the Hospitality and Travel Industry, https://www.revfine.com/
(11) Hospitality News & Business Insights by EHL insights, https://hospitalityinsights.ehl.edu/

Please evaluate whether this course is an "Innovative Teaching Course".	Used throughout the semester ⌄
Please evaluate whether this course is an "Innovative Entrepreneurship Course".	Not used ⌄
Please evaluate whether this course is a "Programming Course".	Used for some weeks ⌄
Please evaluate whether this course is a "STEM Course".	Used for some weeks ⌄

※Innovative Teaching Course: It is a course developed in view of the need for the school to "flip" the conventional teaching method to improve students' learning motivation and learning effectiveness. By employing innovative and learner-oriented teaching methods such as problem-solving teaching, it aims to promote students' motivation and enthusiasm for learning, thereby improving their learning outcomes.
※Innovative Entrepreneurship Course: It is a course developed for the school to offer courses on innovative entrepreneurship that are appropriately designed to address the different academic backgrounds and learning needs of the students, involve design thinking, innovative practices, or self-designed learning activities, and inspire students to engage in innovative and creative thinking.
※Programming Course: Programming course is a course in answer of the Ministry of Education's call for customized programming courses for different professional domains and applications. It enables universities to provide students with an opportunity to study programming in preparation for digital economy, regardless of whether they are from an information technology background. It is expected to enhance students' literacy in information technology, thereby acquiring basic knowledge on logic operation and programming.
※STEM Course:Courses related to Science, Technology, Engineering or Math are called STEM Filed Class.
(If the class (one or more) is matched with above field, please fill out.)

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Accroding to the Gender equality meeting held on 29th March, 2018 ,If gender equality issues are integrated into the curriculum, please fill in the Course Outline for reference.

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