

Degree	Type	Year	Semester
2500894 Tourism	OT	4	0

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

Name: Daniel Blabia Girau
Email: Daniel.Blabia@uab.cat

Use of Languages

Principal working language: spanish (spa)
Some groups entirely in English: No
Some groups entirely in Catalan: Yes
Some groups entirely in Spanish: Yes

Teachers

Daniel Blabia Girau

Prerequisites

Given that the subject is a digital upgrade of the students it is important that they have a certain interest in the management tools.
The subject uses a hotel management simulator so that students manage a hotel equipment during the course. It is not an indispensable requirement but it is recommendable to have knowledge but above all wanting to learn the work of a hotel manager.

Objectives and Contextualisation

The course facilitates a series of fundamental computer tools for its development as future executives.

Teaching is based on very dynamic sessions by learning directly from the programs (REVENUE MANAGEMENT/CRM, Project, Tableau, business game, etc.) so attendance is almost essential to overcome the subject. It is difficult to demonstrate the learning of a program without attending regularly in class.

At the end of the course the student must be able to:

1. Master the decision-making process from the direction of an independent hotel establishment and real under conditions of competition.
2. Analyze the operating and economic results of a hotel establishment and consequently be capable of developing a business strategy.
3. Argue your business management decisions based on the data obtained from it Hotel Information System.
4. Know how to operate a hotel management program type REVENUE MANAGEMENT/CRM.
5. Learn how to create, budget and manage a project of any type that involves the Use of the material, human and economic resources at his charge.
6. Master the operation of project planning programs such as Microsoft Project and of others of free software.
7. Understand the operation of a hotel information system based on ERP software.

8. Understand the operation of some Business Intelligence ICTs such as Tableau for prey of directives decisions.
9. Know about the operation of some Customer Relationship Management (CRM) ICT tools such as SugarCRM for commercial management.
10. Develop a learning ability autonomously based on a real need.

Competences

- Apply the concepts related to tourism products and businesses (economy and finance, human resources, commercial policy, markets, operations and strategy) in the different parts of the sector.
- Develop a capacity for independent learning.
- Display a customer service orientation.
- Use ICT tools (reservations software, travel agency and hotel management packages, etc.) in tourism management, planning and products.
- Use communication techniques at all levels.
- Work in a team.

Learning Outcomes

1. Develop a capacity for independent learning.
2. Display a customer service orientation.
3. Identify and Single out the differential characteristics of the hotel and catering branch of the tourism sector.
4. Use communication techniques at all levels.
5. Use management software in the hotel and catering sub-sector.
6. Work in a team.

Content

PART I: INTRODUCTION

Topic 1. Information systems in global businesses

- Data, information and knowledge.
- The value chain of the information: administration of databases and information
- Types of information systems.
- ICT Infrastructure. Data centers and cloud computing.

Topic 2. Business processes and corporate management systems.

- The business processes.
- Business management systems: ERP, CRM and SCM.

Topic 3. Analysis of data and support for control and decision making.

- Business Intelligence and analytics.

PART II: REALIZATION

Topic 4. Project management in the hotel sector

- Projects vs. Operations

- Planning projects with Microsoft project
- temporary planning
- economic planning
- Monitoring and control of projects

Topic 5. REVENUE MANAGEMENT/CRM

- Software structure
- operational operation

Topic 6. BI & Analytics

- Big data and data analysis
- Introduction to the Tableau software

Topic 7. Management of customer portfolios

- Two-way communication with the client in the Hotel sector
- Introduction to SugarCRM software

PART III: Business Game / Hotel simulation

Topic 8: Simulation with CESIM

- Introduction to the material and the decision making process
- Estrategic plans
- CESIM hotel simulation
- Management reports

Methodology

The subject works based on three teaching-learning methodologies:

a) Methodology of the theoretical part of the subject:

Class-master class explanations regarding PART I of the program. They are a couple of sessions to understand the importance of an Information System in order to take the correct decisions beyond the day-to-day management of the hotel.

b) Methodology of the practical part of the subject:

Presentations by the teacher of the different programs and the resolution of exercises and creation of practical cases (individual or in team) by the students.

Special mention in the online part of the Simulation / Business Game since some of the decisions will be taken online, taking advantage of the fact that the platform itself has the option to do it simultaneously for all the components of the team.

c) Methodology of the non-attendance part of the subject (Virtual Campus and CESIM platform):

The Virtual Campus platform will be used as an information supplement to make the communications to the students and to share documents.

All the students will have access to the CESIM platform by which they will indicate the decisions to take each one of them regarding their hotel as well as the obtaining of the results of each round. The platform has An internal forum for each team that will be tutored by the teacher.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Theoretical sessions	40	1.6	5, 1, 3, 4, 2, 6
Work with diferent sofTware	20	0.8	5, 1, 3, 4, 2, 6
Type: Supervised			
Tutorials	6	0.24	5, 1, 3, 4, 2, 6
Type: Autonomous			
Elaboration of plans and reports	15	0.6	5, 1, 3, 4, 2, 6
Exercises	15	0.6	5, 1, 3, 4, 2, 6
Hospitality simulation	50	2	5, 1, 3, 4, 2, 6

Assessment

The evaluation of the subject will be the following:

Continuous assessment: The subject may be exceeded as the subject advances. PART I of

The subject is worth 15% of the final mark, PART II 45% and PART III 40%. Within each part the evaluation will be as follows:

PART I Exam 100%

PART II: Delivery of exercises 100%.

PART III: 10% initial test, Strategic plan delivery 15%, simulation result 50%, management report 25%.

The student will have a continuous note of the corresponding tests in PARTS II and III that if it is superior to 5 will be able to give by exceeded the subject. If not, you will have to take the final exam as well

PART I will be included. If it is between a 3.5 and a 4.9 it can be re-evaluated.

Single evaluation: There will be a final exam with all the content of the subject for those students who have not passed the assessment system contemplated in the previous point and for those students with Special features (repeaters, mobility students, etc.).

Recovery: Students who have obtained a final grade between 3.5 and 4.9 have the right to submit to the call for recovery. The final grade to be obtained in this call will not exceed 5.

Validation: If any student wants that if they validate the part of the Fidelio they will have to present a certificate of the company where you worked. The note that will be placed will be 5 and will make you average like any other.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Exercise 1 with diferent software	20%	1	0.04	5, 1, 4, 6
Exercise 2 with diferent software	20%	1	0.04	5, 1, 4, 6

Exercise 3 with different software	20%	1	0.04	5, 1, 4, 6
Hospitality simulation (business game)	35%	0	0	1, 3, 4, 2, 6
Hospitality simulation initial test	5%	1	0.04	1

Bibliography

WEBGRAPHY

<https://www.sugarcrm.com/resources>

<https://www.tableau.com/learn>

TUTORIALS

<http://www.brighthubpm.com/software-reviews-tips/45402-step-by-step-tutorial-on-microsoft-projectgetting-started-in-twenty-minutes/>

https://www.tutorialspoint.com/ms_project/index.htm

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Hamel, G & Breen b. "The future of Management". Ed. Harvard Business School Press, 2007. ISBN: 1-4221-0250-5

Malone, Thomas W. "El futuro del Trabajo". Ed, Gestión 2000, 2004. ISBN: 84-8088-688-9

Applegate, Lynda M., et al Estrategia y gestión de la información corporativa: Los retos de la gestión en una economía de red. 6a edición. Edit McGraw Hill. 2004

Other digital material offered through the Campus Virtual.