

MANAGEMENT INFORMATION SYSTEMS IN F&B SERVICE. (2 Credits) (30 hours)

Objectives: The students will have the ability in reservation handling, efficient table management operations and integration into Point-of-Sale systems to deliver exceptional levels of quality service by operating reservation and table management system designed specifically for service-oriented hotel, resort and destination properties.

Content:

1. Placing Orders through POS
2. Kitchen Routing & Printing
3. Settlement of bills,
4. Manage employee shifts with timed sessions and counter operations
5. Reporting and MIS for analytics
6. Differential Pricing
7. Table Layout & Guest Seating
8. Manage normal recipe creation
9. Table Merging & Dutch Billing
10. Loyalty & Promotions handling.

Pedagogy: Hands on practice of computer applications on PMS & POS.

Minimum depth will be covered using any of the popular F&B management softwares such as :

Fidelios-Micros, IDS, Ezee Technology, Champagne (Fourth Dimension)