

Chapter 1 Outline

Property Management Systems
 Reservations Module
 Rooms Management Module
 Guest Accounting Module
PMS Interfaces
Point-of-Sale Systems
Sales and Catering Systems
Hospitality Accounting Systems
E-Commerce
 Electronic Distribution
 Enterprise Systems
 Website Development

Competencies

1. Describe the basic functions common to property management systems. (pp. 3–9)
2. Identify stand-alone technology systems that may interface with property management systems. (pp. 9–12)
3. Describe the basic functions of a point-of-sale system. (pp. 12–14)
4. Describe the basic functions of a sales and catering system. (pp. 14–16)
5. Identify hospitality accounting modules typically provided by back-office software packages. (pp. 16–19)
6. Explain the elements and impact of e-commerce on hospitality organizations. (pp. 19–26)