



SYLLABUS INTRODUCTION TO ERP SYSTEMS			Catalogue number
Study program		American College of Technology	
Module		2	
The type of study		Short-Term Training	
Course name		Opera Hotel Software	
Lecturers		Mr. Brook Debella	
Assistants			
Number of Credits		3	Status of the course (compulsory/elective)
			Short-Term
Aims of the course	The key learning objectives of introducing this ERP system into a course titled ‘Introduction to ERP Systems’ are: to develop business process orientation, to teach ERP skills, to provide Hotel industry students with an authentic and exciting student-centered learning experience that is integrative and motivates them to learn. In addition, the aim is to offer students a quality information-rich environment in which graduates typically work in groups and make day-to-day managerial decisions. Importantly, the aim is to encourage effective skill development, a sense of enjoyment in learning and embed process orientation in their thinking and managerial decision making. The objectives of this course therefore are to evaluate the effectiveness of this generation hotel Industry employees.		
Learning outcomes	The learning outcome is achieved when students are engaged actively in the learning process. Therefore, the use of learning approaches requiring students’ active participation is recommended. We emphasize the importance of the learning-by-doing approach. Most of us consider it as an approach allowing us to “think about doing something while doing it”.		
Contents of the course			



Importance of Teaching ERP Systems

With the global ERP software market expected to be worth \$41.69 billion by the year 2020, the impact of these systems is evident. While that number is impressive, those who've never used the software may find it difficult to understand why ERP is important to their business. But as globalization squeezes the market for many industries, it's essential to seek out any and all tools to give your business a competitive edge. For many companies, this is achieved through the use of ERP.

Enterprise resource planning (ERP) systems are used by organizations looking to manage their business functions within a centralized and integrated system. ERP is commonly used by companies working within the supply chain to help keep track of all the moving parts of manufacturing and distribution. However, ERP can be utilized by a number of different industries including those in healthcare, nonprofit groups, construction and hospitality. Organization needing to manage their staff, customers and inventory can all rely on ERP benefits.

ERP stores all entered data into a single database, allowing all departments to work with the same information. Additionally, all this data can be organized, analyzed and made into reports. ERP brings together customer management, human resources, business intelligence, financial management, inventory and supply chain capabilities into one system.

Providing such a course will help to improve efficiency and productivity of Hotels. Inefficient spreadsheets, manual workflows and outdated software can inhibit hotel business growth. An ERP system can streamline entire organization and put data all in one place, enabling more accurate reporting and a more efficient, collaboration-based and data-driven work environment.

Overview of ERP applications

ERP such as Innboard, Opera and CNET is a software solution tool developed for Hotel management and designed for hoteliers to manage their operations in an effective way. It helps hotelier to manage hotel billing system, reservation system, online hotel booking system, room status and much more in a single software. This software is an ultimate management solution for hotels to maintain hospitality, customer relationship management & helps in effective decision making process. It can also be used to engage with guest for managing rooms.

To run the business smoothly hotels should have an ERP software solution such as Innboard that works perfectly. An ERP Software solution for hotel is a vital tool for smooth operations. Hospitality ERP software keeps the customer engaged and make them to feel good about the Hotel service. There are more advantages in using such software:

1. Centralized System

ERP software controls every activity under single authority. A hotel manager can manage all the hotel activities with centralized control. It helps the hotelier to manage the daily functioning of the hotel and observe the real-time happenings of the daily task in each unit of the hotel.



2. Dependable System

This system helps to eliminate human defects and that it is the reason why you have to use hotel management software. All the reservations are instantly and digitally documented instead of book keeping and helps to avoid dual bookings which creates an issue. Moreover nothing is missed out in the billing. Any POS action made by the customer is recorded and included in the final bill.

3. Added Convenience

With the help of using online reservation system people can check the room availability and then make reservations. Here the room status is updated automatically once the room is filled. The software can make the booking procedure in an appropriate way for people looking for rooms. It helps them to pick a room with the facilities they need. It also enables foreign guests to make reservations without any charges for trans-national phone call.

4. Stress-free Generation of Invoices and Reports

This software helps in report generation process and can easily produce invoices. It allows safe keeping the records of reservation, guests, transactions, invoice etc. It also helps in creating accurate and consistent reports. Customer history can be retrieved within seconds and customer preferences can be updated automatically while booking.

5. Easy To Use

Less training is needed and it can be used easily. It is very user friendly for the hotelier, being straight forward and simple. It also allows the staff with cool usage to manage the internal software system. Hotel management software allows the hoteliers to work more professionally and improves their productivity in a stress free environment

No matter what size the business is- small or large, they will always favor ERP systems to handle their day-to-day transactions in every department to generate flawless MIS reports. These reports usually help the management department understand the business status easily. It is similar with the hospitality industry as well. For any business in hospitality, be it bar services or lounge, maintaining all the transactions due to large volume business happening on daily basis becomes critically important.

Innboard is one of the best ERP software in the Hospitality Industry. It is developed by top IT professionals, who had spent years, keeping in mind what hoteliers need and provided them with the best solutions they want. The Company and its team has more than 20+ years of wide experience in providing IT solutions for Hotels, Restaurants, Bars & Banquets.



COURSE DESCRIPTION: Would you like to achieve an excellent online accredited UK qualification, which will demonstrate a high level of skill and knowledge? Look no further than this fantastic Mastering Opera PMS Hotel Software course.

The hotel industry and receptionist roles are set to keep on growing, and are currently some of the most in demand positions. So working in the hotel and hospitality industry is a great choice, and will mean you won't be short of job offers! Not only that, working in a hotel means that once you're qualified you are able to work anywhere in the world, especially if you know how to use Opera PMS, the world's leading hotel software.

This excellent Mastering Opera PMS Hotel Software online accredited course will teach you to use the most popular and widely used hotel booking software, and will allow you to pursue a successful hotel reception career. Once qualified you can begin gaining working experience, and could eventually become a hotel reception manager, travelling all over the world. This course has been created by experts with years of experience, and covers everything you need to know to succeed.

Our learning material is available to students 24/7 anywhere in the world, so it's extremely convenient. These intensive online courses are open to everyone, as long as you have an interest in the topic! We provide world-class learning led by IAP, so you can be assured that the material is high quality, accurate and up-to-date.

LEARNING OUTCOME:

- Learn (more) about Enterprise Systems/Enterprise Resource Planning Systems (ERPs).
- Understand why ERPs are useful to companies, especially for Hotels.
- Develop an appreciate of the managerial aspects related to the selection and implementation of ERPs.
- Learn practical knowledge that would help to address real world business problems associated with ERP usage and implementation.

TARGET AUDIENCE

- Students in formal learning
- TVET staffs and students
- Small and Medium hotels owners and employees
- Individual persons currently working and needing hotel ERP skills for their current role or future job prospects



Skills to gain

- To navigate Opera PMS
- To set up an Opera PMS profile
- To book a reservation on Opera PMS
- To check guests in and out
- To carry out cashier functions
- To manage alerts and traces
- To manage room function, and status

Are there any course benefits?

- Gain an accredited UK qualification
- Access to excellent quality video tutorials
- Learners will be eligible for a TOTUM Discount Card
- Excellent tutor support Monday-Friday
- One year's access to the course
- Support by phone, live chat, and email
- Join a friendly online learning platform

How will I be assessed?

- At the end of the course learners will take an online multiple choice question assessment test. This online multiple choice question test is marked automatically so you will receive an instant grade and know whether you have passed the course.
- Those who successfully pass this course will be awarded a free e-certificate, and only need to pay £19 for your printed certificate.

To start the training and Implement a single Demonstrating ERP System these minimum requirement should be fulfilled.

System Requirements

Deploying most of ERP Systems on servers require the following minimum system configuration:

Hardware Requirements

- Processor: minimum 2.4 GHz processor.
- RAM: 2 GB RAM minimum.
- Sound: 24-bit sound card, with speakers or a headset (optional)

- Screen resolution: 1024 x 768 pixels (minimum)



Software

- Windows (10, 8, XP Professional etc)

Internet Connection



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Internet connection is required for the online demonstrations and supports but not must.





What you will learn from this course

- 1: OPERA PMS – OPERA LOG IN AND LOG OUT, MAIN SCREEN
- 2: OPERA PMS – PROFILE CREATION AND AMENDMENTS
- 3: OPERA PMS – PROFILE NOTES
- 4: OPERA PMS – FINDING RESERVATION
- 5: OPERA PMS – RATE QUERY SCREEN
- 6: OPERA PMS – CREATING RESERVATION
- 7: OPERA PMS – PREFERENCES AND FEATURES REQUEST
- 8: OPERA PMS – AMENDING RESERVATIONS
- 9: OPERA PMS – CANCELLING RESERVATIONS
- 10: OPERA PMS – CHECK IN
- 11: OPERA PMS – CHECK OUT
- 12: OPERA PMS – CASHIERING- POSTING CHARGES
- 13: OPERA PMS – CASHIERING- SPLITTING AND TRANSFERRING CHARGES
- 14: OPERA PMS – CASHIERING- ROUTING
- 15: OPERA PMS – CASHIERING- FAST POSTINGS AND FIXED CHARGES
- 16: OPERA PMS – ALERTS
- 17: OPERA PMS – TRACES
- 18: OPERA PMS – ROOMS MANAGEMENT- ROOM STATUS, OUT OF ORDER AND OUT OF SERVICE
- 19: OPERA PMS – OPERA REPORTS
- 20: OPERA PMS – HOT KEYS ON OPERA