

Programme: B.Sc in Tourism and Hospitality Operations	Year: First	Semester: First
Course Code: VOC195	Course Title: Computer Applications in Tourism and Hospitality Industry	
Course Outcomes: After completing this course, students will be able to: * Demonstrate basic computer literacy and use office productivity, internet, cloud and digital communication tools effectively in academic and professional environments. * Apply computer-based systems such as PMS, CRS, GDS, POS, CRM and online booking platforms in tourism and hospitality operations. * Use emerging digital technologies responsibly, including AI, mobile applications, digital marketing and smart tourism tools, while maintaining cybersecurity and data privacy.		
Credits: 3		Value Added Course (VAC)
Max. Marks: 25+75		Min. Passing Marks: 10+25
Total No. of Lectures-Tutorials-Practical (in hours per week): L-3 T-0 P-0		
Unit	Topics	No. of Lectures Total=45
I	Fundamentals of Computer Applications and Digital Technology: Introduction to Computers and Information Technology; Components of Computer Systems: Hardware and Software; Operating Systems and File Management; Internet, Web Browsers, Search Engines and E-mail Communication; Word Processing and Document Preparation using MS Word or Equivalent Applications.	12
II	Office Productivity and Data Management: Spreadsheet Applications using MS Excel or Equivalent Applications; Data Entry, Formatting and Basic Formulas; Tables, Charts and Data Presentation; Presentation Software using MS PowerPoint or Equivalent Applications; Cloud Computing, Online Collaboration Tools and Digital File Sharing.	11
III	Computer Applications in Tourism and Hospitality Operations: Property Management Systems (PMS) and Hotel Operations; Computerised Reservation Systems (CRS) and Global Distribution Systems (GDS); Point of Sale (POS) Systems in Food and Beverage Operations;	11

	Customer Relationship Management (CRM) and Guest Data Management; Online Travel Agencies (OTAs), E-Tourism and Digital Booking Platforms.	
IV	Emerging Digital Applications and Cyber Safety: Digital Marketing and Social Media Applications in Tourism and Hospitality; Artificial Intelligence, Chatbots and Automation in Tourism and Hospitality; Mobile Applications, Contactless Technology and Digital Guest Services; Cybersecurity, Data Privacy and Safe Digital Practices; Smart Tourism, Internet of Things (IoT) and Emerging Technologies in the Tourism and Hospitality Industry.	11
Suggested Readings 1. Rajaraman, V. <i>Introduction to Information Technology</i>. PHI Learning, New Delhi. 2. Sinha, P. K., & Sinha, P. <i>Computer Fundamentals</i>. BPB Publications, New Delhi. 3. Buhalis, D. <i>eTourism: Information Technology for Strategic Tourism Management</i>. Pearson. 4. Sheldon, P. J. <i>Tourism Information Technology</i>. CABI. 5. Negi, J. <i>Information Technology in Tourism and Hospitality</i>. Kanishka Publishers, New Delhi. 6. Bhatia, A. K. <i>Tourism Development: Principles and Practices</i>. Sterling Publishers, New Delhi.		

Dr. P. K. Sinha