As Per NEP 2020

University of Mumbai

Syllabus for Basket of OE	
Board of Studies in Hospitality Studies	
UG First Year Programme	
Semester	**I**
Title of Paper	**Credits 2**
I) **Information Technology for Hospitality Industry**	
From the Academic Year	**2024-25**

Sr. No.	Heading	Particulars
1	**Description the course:** **Including but Not limited to:**	**Information Technology for Hospitality Industry** Information technology has helped hospitality businesses manage inventory, bookings, reservations, and customer data better Front Desk Analyst, IT Manager, Data Analyst
2	**Vertical :**	**Open Elective**
3	**Type :**	**Practical**
4	**Credit**:	**2 credits**
5	**Hours Allotted :**	**60 Hours**
6	**Marks Allotted**:	**50 Marks**
7	**Course Objectives**: 1. Understand the role of IT in hospitality operations 2. Identify and troubleshoot basic IT issues in hospitality settings 3. Utilize essential software applications commonly used in hotels, restaurants and other hospitality businesses. 4. Implement best practices for data security and privacy 5. Students will learn to navigate relevant software, manage data efficiently, and apply computer fundamentals to tasks specific to hotel operations. 6. Develop effective communication and problem-solving skills in a technology-driven environment	

8	**Course Outcomes**:
	1 Demonstrate knowledge of information System and Technology
	2 Demonstarte knowledge of principle of data handling
	3 Demonstrate an understanding of Technique of Design and Performance evaluation of error correction.
	4 Design and Develop solutions for technical issues related to information system and technology.
	5 Discuss emerging topics in information sustem and technology.
9	**Modules**:-
	Module :1

Introduction to Computers and Operating Systems:

1.1 Hands-on practice with basic computer hardware and software components
- Understanding basics of Computer, IPO cycle, basic I/O and storage devices

1.2 Input Output Storage devices basics – Through Online Videos

1.3 File Management: Hands on practise on File Manager, creating folders, files and navigating the File Manager.

1.4 Introduction to internet and online resources
Basics of Internet – Through Online Videos
How Internet works in 5 mins – Through Online Videos

Introduction to Networking

2.1
- Understanding basic networking concepts (LAN, WAN, Internet)
- History and basics of network – Through Online Videos

2.2
- Hosts , IP Address , Networking fundamentals – Through Online Videos
- Basics, IP Address, LAN MAN WAN – Through Online Videos

2.3
- Identifying different network devices and their functions
- Network devices : – Through Online Videos
- Troubleshooting common network connectivity issues
- Common networking problems and solutions

Microsoft Office

3.1 MS Office – Word
Starting with the Essentials:
- Introduction to Microsoft Word's Interface
- Creating, Saving, and Opening Documents

- Basic Text Formatting (Font, Size, Style)
- Fundamental Paragraph Formatting (Alignment, Indentation, Spacing)
- Working with Ribbons, Tabs, and Groups
- Creating Bulleted and Numbered Lists
- Using Tabs and Tab Stops
- Customizing the Quick Access Toolbar

Advanced Formatting:
- Working with headers, footers, and page numbers
- Inserting and formatting images and shapes
- Using WordArt and Symbols
- Using Smart Art
- Creating and formatting tables
- Applying Bold, Italics, Underline, and Strikethrough
- Changing Text Case
- Essential editing tools (copy, paste, find/replace)
- Spell check and grammar check
- Columns and Page Layout
- Page Break, Section Breaks
- Page Borders and Watermarks

Tables and Charts:
- Creating and Formatting Tables
- Adding and Deleting Rows and Columns
- Merging and Splitting Cells
- Inserting and Formatting Charts
- Converting Text to Tables
- Mail Merge: Creating and Using Data Sources
- Customizing Word: Themes, Templates, and Add-ins
- Macros: Recording and Running Macros

MS Office – Excel
- Introduction To Excel IDE.
- File Menu: Save, Save As, Print, Page Setup
- Home Menu: Drawing, Find and Replace
- Insert Menu: Table, Pictures, Charts, Filter, Hyperlink,
- Word Art and Formatting Excel.
- Operators Arithmetic, Logical, Relational
- Page Layout Menu: Print Area, Cell Width, Height, Scale
- Basic Functions Math function, String Function, Date Time Function Aggregate function
- Formulas Menu: Insert Function, AUTOSUM, AVG,
- PER, MAX, MIN, COUNT, IF, IFS, SUMIF, COUNTIF, SUMIFS, COUNTIFS, VLOOKUP, HLOOKUP, Pivot Table.
- Review Menu: Protect Sheet
- Introduction to Macros

Assignment: based on the indent making, cost sheets, menu planning, bill creation for the hotel industry

MS Office – PowerPoint

Introduction to PowerPoint   - 03 hrs
- Overview of PowerPoint interface and navigation
- Creating, Opening, and Saving presentations
- Basic text formatting
- Understanding Slide layouts
- Working with Fonts and Colour schemes

Adding Multimedia - 03 Hrs
- Inserting and editing images
- Incorporating audio and video files
- Using animations and transitions

Slide Organization and Content Flow - 02 Hrs
- Structuring presentations with outlines and sections
- Arranging slides using slide sorter view
- Printing Presentation with Notes View

Module 2:

Gmail Management including Google Drive, Forms Creation with Addon Tools, Rights, Sharing & Collaboration of the Google Documents)

4.1

Introduction to Google & Google Search Techniques - 02 Hrs

- Overview of Google's ecosystem and popular applications
- Setting up a Google account and personalizing settings
- Understanding Google's privacy and security features
- Uploading, organizing, and sharing files and folders
- Syncing files across devices with Google Backup and Sync

4.2

Google Workspace Trio: Docs, Sheets, Slides 03 Hrs

- Creating and formatting documents
- Spreadsheet basics: formatting, formulas, and functions
- Data visualization with charts and graphs
- Creating engaging presentations with slides, images, and multimedia
- Collaborative writing and editing features for Google Trio

4.3

Exploring Google Forms - 03 Hrs

- Introduction to Google Forms for surveys and quizzes
- Using different question types: multiple choice, short answer, checkboxes, etc.
- Adding branching logic and conditional questions
- Sharing forms and collecting responses
- Analyzing response data with Google Sheets integration
- Setting up the form notification and response trigger
- Sharing forms and collecting responses

AI Tools (creating content and PPTs, Quill Bot, Slides AI Generator, AI Prompts generator etc.

5.1 Identifying and using the appropriate AI Tools from https://www.futurepedia.io/ (or any other related site)

5.2 Using Quill Bot Website, Input Text, Paraphrasing, Review and Edit: Export or Copy.

5.3 Using AI Slides creator at www.slidemake.com/, https://prezi.com/, https://www.plusdocs.com/ or similar AI tools.

5.4 Using ChatGPT 4.0 along with Microsoft Bing. (Free version of version 4.0) or upgraded version.

5.5 Using AI Prompt generator such as https://www.feedough.com/ai-prompt-generator/ or similar.

Canva, YouTube Studio, WIX, Making Reels

6.1 Canva (or Related Software): Using Canva will help students create visuals & animated GIFs for social media like Instagram, Facebook etc. We will teach students to use the ready template and customize it to create different projects.
Assignment: Creating flyer to promote the hotel
/ restaurant or Create a theme based menu card
Duration: 2 hours

6.2 YouTube Studio: YouTube Studio is a platform provided by YouTube for content creators to manage and optimize their YouTube channels. It offers a range of tools and features that help creators in various aspects of content creation, management, and analytics. We will teach
students how to upload and edit video using YouTube Studio.

	6.3 Wix: Wix is a popular website builder that allows individuals and businesses to create their own websites without extensive coding or design skills. It provides a user-friendly interface and a range of customizable templates. We will teach students to customize the ready template to create a website. Assignment: Create a website that showcases your skills, interests, and achievements. Choose a template that resonates with your personal style, and customize it to reflect your unique identity. Include sections for your resume, portfolio, and a brief introduction. Ensure the website is user-friendly and visually appealing. Duration: 4 hours	
	Food Photography	
	Free Photography Course using Smart Phone Camera at https://alison.com/course/mobile-photography or a similar website resource.	
	Assignment: Plan and conduct a photography session to capture images of the prepared dish. Experiment with different angles, perspectives, and lighting setups to create dynamic and visually engaging compositions.	

11	**Reference Books:**
	1. "Computers Are Your Future" by Catherine LaBerta
	2. "The Internet for Dummies" by John R. Levine, Carol Baroudi, and Margaret Levine Young
	3. "Networking Essentials" by Jeffrey S. Beasley and Piyasat Nilkaew "Introduction to Networking: How the Internet Works" by Dr. Charles Severance
	4. Microsoft Word 2019 Step by Step" by Joan Lambert
	5. "Microsoft Excel 2019 Step by Step" by Curtis Frye
	6. PowerPoint 2019 Beginner (PowerPoint Essentials 2019) by M L Humphrey
	7. The Google Workspace Bible: [14 in 1] The Ultimate All-in-One Guide from Beginner to Advanced | Including Gmail, Drive, Docs, Sheets, and Every Other App from the Suite
	8. Wix for Dummies" by Chris Negus and Rob Schwartz.
	9. Canva: Your Quick Guide to Creating Professional Graphics" by

	Andrew Brooks. 10. "The Elements of AI" by Hanna Hagström and Teemu Roos 11. 'AI' YO Tools - Leveraging Power of Artificial Intelligence by Dr. Amey Pangarkar (ChatGPT & Quillbot)	
12	**Internal Continuous Assessment: 40%**	**External, Semester End Examination 60% Individual Passing in Internal and External Examination**
13	**Continuous Evaluation through:**	**presentation, project, assignment**
14	**Format of Question Paper:** **Practical Courses Evaluation Scheme for First Year (UG) under NEP** **For Practical courses with 2 credit points total marks Allotted would be 50** **Total Marks – 50 marks.** **Assessment Pattern (Evaluation Criteria) to be approved by the BOS.**	

Sign of the BOS Chairman
Name of the Chairman
Name of the BOS

Sign of the Offg. Associate Dean
Name of the Associate Dean
Name of the Faculty

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Name of the Faculty