Course Title	**HOTEL INFORMATION SYSTEMS**
Course Code	**CSC 442**
Course Purpose and Objectives	The purpose of this course is to provide knowledge about the role of information systems in the hospitality industry. Students will understand how technology and AI are transforming hotel operations, customer service, and decision-making. The course will equip students with the skills to evaluate, implement, and innovate using hotel information systems to improve efficiency and guest satisfaction.
Learning Outcomes	1. Explain the purpose and functionality of hotel information systems. 2. Analyze the integration of AI technologies in hospitality operations. 3. Implement basic configurations for property management systems (PMS). 4. Evaluate the strategic benefits of AI-powered tools in enhancing guest experiences. 5. Assess challenges related to data privacy and security in hotel systems. 6. Design a small-scale model for optimizing operations using AI-driven insights.
Course Content	Introduction to Hotel Information Systems Property Management Systems (PMS) AI Applications in Hospitality Customer Relationship Management (CRM) Reservation and Distribution Systems AI for Operational Efficiency Data Privacy and Security Business Intelligence in Hospitality Emerging Technologies in Hospitality Case Studies and Industry Trends