MAKERERE UNIVERSITY BUSINESS SCHOOL
FACULTY OF COMPUTING AND INFORMATICS
DEPARTMENT OF APPLIED COMPUTING AND INFORMATION TECHNOLOGY

COURSE OUTLINE, 2022/2023

COURSE NAME: INFORMATION & COMMUNICATION TECHNOLOGY
COURSE CODE: DCH1104
PROGRAM: DIPLOMA IN CATERING AND HOTEL OPERATIONS
YEAR: I
SEMESTER: I
CREDIT UNITS: 4
ACADEMIC YEAR: 2023/2024
FACILITATORS: **Judith Among/**Kisaakye Winnie/ Juma Kinyiri.

Course Description:
The course will introduce students to the basic computer technology applications and how they are applied in various business situations in order to facilitate the information manipulation and management function of the catering and hotel industry operations. It will enable students to appreciate and use computer applications - hands-on and to produce business documents and models as may be required by the business environment.

Objective:
To equip the students with ICT basic practical skills which enable them to carryout out tasks in catering and hotel management operations as enhanced by computing technology today.

Learning Outcomes:
At the end of the course, students will be able to:
1. Appreciate PC/Laptops Windows environment (the computers human interface for carrying out different computing tasks) as starters in using computers.
2. Overview ICT based solutions currently used by catering and hotel industry players today to enhance operations.
3. Use the most common Microsoft Office suite of applications (MS Word, MS Excel) for preparing business documents as may be deemed fit.

Course Outline:

Topic	Coverage	Week
Windows environment	• Cold and warm booting of a computer system • Keyboard skills (components of the keyboard; numeric keys, function keys and alphabetical keys) • Managing files and folders (saving and opening files and creating folders)	1
	• Food and beverage management systems, dietary analysis programs (nutritional analysis of menus,	2-4

Overview of ICTs in Catering and Hotel Operations	recipes and ingredients, nutritional information on menus), Booking and reservation systems, guest billing, guest history, GPSs, Internet-Wifi facilities, computers on demand, CRMs, Supply Chain Management, audio visual devices, touch-less check-ins and outs, ICT-AI powered tools, automated switch ON/OFF lights, fans and ACs. Voice-search commands, automated blinds & windows coverings, digital menu cards while ordering, hassle-free QR Code scan, events management (planning, organizing and running big events), EPOSs, stock control systems.	
Microsoft Office MS Word 2010	- Creating folders - Starting MS Word - Toolbars - Creating documents - Typing text - File menu, open, close, save, save as, page setup, exit - Edit menu, cut, copy, paste, undo, redo, select all, find replace. - View menu, different views of documents, header footer, toolbars, and task pane. - Insert menu; break, page numbers, date and time, symbol, picture, diagram - Format menu; font, paragraph, bullets and numbering borders, and shading, columns, change case, background - Tools menu; spelling and grammar, word count - Table menu; insert, delete, select sort.	4-6
COURSEWORK 1	Theory Test	7
Microsoft Office MS Excel	- Starting MS excel - Basic toolbars in MS excel - Entering data in MS excel sheet - File menu; open, close, save, save as, exit - Edit menu; cut, copy, paste, un do, re do, delete sheet, move or copy sheet - View menu; different views of documents, header and footer, toolbars, task pane. - Insert menu; rows, columns, worksheet - Format menu; row height, column width, sheet (rename), auto format - Entering and editing formulae - Aggregate functions - If function	8-9

	• Charts	
COURSEWORK 2	• Practical Test	11

Delivery methods
- Practical sessions
- Straight lectures
- Class assignments
- Mailings

Assessment:
- Two course work tests   : 30%
- Final examination   : 70%

Important Dates:
Coursework one: September 30th –October 8th (within week 5 and week 6)
Coursework Two: November 4th –November 18th (within week 11 and week 12)
Final Exams: December 4th –December 21st

References:
- Janrich jelne and oja dan, (2004), practical computer literacy
- Mann david (2007), workflow in the 2007, microsoft office system
- Microsoft Word Manual, 2010
- Preston john, ferret robert and shelley gaskin, (2007), computer literacy

Sources:
- MUBS library
- The internet

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Among Judith   HOD Applied Computing & IT