

Skillsfuture for Digital Workplace 2.0 (Tourism Sector)



Course Content

Learning Unit 1: Data Analytics

- Introduction to SFDW
- Digital Skills and Jobs Awareness for the Tourism (Hospitality) Sector
- Importance of Data Analytics in the current and future digital economy for the Tourism (Hospitality) Sector

- Use data analytics and visualisation tools such as Excel PivotTable and Power BI to analyse business data, such as tour bookings, hotel room utilisation, tourist traffics in attractions, etc.

Learning Unit 2: Automation

- Introduction to Automation
- Programmable Automation (3D printing and additive manufacturing tools for fabrication of customised souvenirs, customised amenities in hotel room, etc.)
- Using Power Automate to improve office productivity such as room confirmations, tour bookings, etc.
- Conversational Automation, such as Google Assistant and chatbots to enhance customer service
- Autonomous Robots for food delivery, etc.
- Future trends for automation in the tourism workplace

Learning Unit 3: Cybersecurity Risk

- Introduction to Cybersecurity Risk
- Areas of cybersecurity risk and its implication and effect to the individual and tourism sector
- How to mitigate cybersecurity risks? (physical, software, policy and regulatory)

Learning Unit 4: In-demand Digital Tools

- Introduction to Industry 4.0
- Artificial Intelligence in the Tourism (Hospitality) Sector such as analysing tourist profiles, etc.
- Generative Artificial Intelligence such as ChatGPT to respond to customer queries, create customised travel itinerary, etc.
- Nationally launched applications
- Using VR and AR as well as autonomous robots for enhance customer experience
- Explore upcoming digital technology and impact on how we work, live and interact
- Develop a learning plan to take ownership of own skills upgrading

FULL FEE

\$500

(Subject to 9% GST)

NETT FEE AFTER FUNDING

\$163.50

SME OR Singaporean age 40 and above (Subject to 9% GST)
70% Course Fee Funded

\$63.50

Non-SME OR Singaporean age 21 to 39 OR Singapore PR
(Subject to 9% GST)
50% Course Fee Funded

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