Department of Tourism and Hospitality Management

Faculty of Management Studies

Jamia Millia Islamia, New Delhi

The Department of Tourism & Hospitality Management (DTHM), Jamia Millia Islamia (JMI), in collaboration with the TMI Academy of Travel, Tourism & Aviation Studies, New Delhi, successfully organized an extension lecture titled "Practical Aspects of CRS (Computerized Reservation System)" on October 14, 2026. Under the leadership of department head **Prof. Sarah Hussain,** the primary objective of the session was to bridge the gap between academic learning and industry standards by offering practical insights into modern travel reservation automation.



The session was led by guest speaker Ms. Hema and Mr Rajesh Mourya from TMI Academy, who provided comprehensive training on the operational dynamics of Computerized Reservation Systems (CRS) and Global Distribution Systems (GDS) used in the aviation and hospitality sectors to students of Master of Tourism and Travel Management (MTTM) 1st and 3rd semesters, as well as the Bachelor of Tourism and Travel Management (BTTM) 5th semester. In today's fast-paced tourism and aviation sectors, dynamic inventory management and instant booking systems are fundamental. While academic coursework provides conceptual frameworks, masterclass sessions led by industry

specialists ensure students understand the exact software mechanics used by airlines, travel agencies, and tour operators worldwide.





The final segment of the session allowed students from MTTM and BTTM programs to interact directly with the speaker. Topics raised by participants included emerging trends in AI-driven travel booking engines versus traditional GDS systems, skill sets required for roles in travel operations, corporate travel management, and airline reservation desks, certification pathways available through TMI Academy to boost employability upon graduation.





The extension lecture on "Practical Aspects of CRS" concluded with a formal vote of thanks presented by the faculty Coordinator Mrs Mahuya Roy, acknowledging Ms. Hema for her valuable insights and TMI Academy for their collaborative support. The event proved highly successful in enhancing the technical acumen and professional preparation of DTHM students, aligning directly with the department's mission of producing industry-ready professionals.

End of report