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**REG NO:2O22/HND/34823/CS**

**COURSE CODE :COM 423**

**COURSE TITLE:EXPERT SYSTEM AND MACHINE LEARNING**

**LEVEL :HND2**

**ASSIGNMENT ON COM 422**

**PICK ONE AREA OF APPLICATION OF EXPERT SYSTEM AND THINK OUT NEW AREA IT CAN BE APPLIED**

**DOCUMENT TRANSLATION (TOURISM AND HOSPITALITY)**

Document translation is the process of converting written text from one language to another while preserving the original meaning and context. This involves understanding the source language and accurately translating it into the target language, taking into account grammar, syntax, cultural nuances, and specialized terminology to ensure the translated document conveys the same information and tone as the original.

**Document translation is useful ;**

\* Communicating with people who speak different languages

\* Understanding legal or business documents from other countries

\*Reading websites or articles from other cultures

\*Sharing your own ideas and writings with people who speak other languages

\*It helps bridge language gaps and connect people from different parts of the world!

**New areas where expert systems can be applied in document translation include:**

1. **Voice-to-Text Translation**
2. **Multimodal Translation**
3. **Legal Document Simplification**:
4. **Scientific Research Collaboration**
5. **Healthcare Information**
6. **Tourism and Hospitality**

**Tourism and Hospitality:**

An expert system Provides real-time translation of travel guides, menus, and customer service interactions to enhance the experience of international tourists. Expert systems can significantly enhance the tourism and hospitality industry by providing personalized, efficient, and seamless experiences for travellers and guests.

**An expert system in tourism and Hospitality helps in**

▪︎**Personalized Travel Recommendations:** An expert system can suggest travel destinations, activities, and accommodations based on your preferences and past travel experiences.

**▪︎Efficient Booking Process:** The system can streamline the booking process for flights, hotels, and activities, finding the best options and deals based on your criteria

▪︎**Language Translation:** The system can translate languages in real-time, helping you communicate with locals and understand signs, menus, and other information.

▪︎**Customer Service:** An expert system can provide instant customer support through chatbots or virtual assistants, answering questions and resolving issues. **Example**: You have a problem with your hotel reservation. The system’s chatbots assists you immediately, fixing the booking issue and confirming your reservation.

▪︎**Activity Booking and Management:** The system can help you book and manage activities, tours, and dining reservations, ensuring you have a well-organized and enjoyable trip. **Example**: You want to book a museum tour and a dinner reservation. The system handles the bookings, sends you reminders, and adjusts your itinerary if there are any changes.

**BENEFITS FOR DOCUMENT TRANSLATION IN THE TOURISM AND HOSPITALITY**

•**Accurate and Consistent Translations:** Expert systems ensure that translations are precise and consistent across all documents, avoiding misunderstandings and ensuring clear communication.

**Example**: A hotel’s website, brochures, and signage are all translated accurately, providing consistent information to international guests.

•**Real-Time Translation:** Expert systems can offer real-time translation services, helping guests with immediate needs such as understanding signs or communicating with staff.

**Example**: A tourist needs help finding a local attraction. The system provides instant translation of directions, making it easy to navigate

•**Accessibility:** Expert systems make information accessible to non-native speakers, breaking down language barriers and making it easier for everyone to access services.

**Example**: A travel guide app offers translations in multiple languages, making it easier for international travellers to explore and understand local attractions.

**APPS USED IN TRANSLATION OF A LANGUAGE**

Google Translate:

Microsoft Translator

DeepL Translator

SayHi Translate:

iTranslate

**summary**

Expert systems enhance document translation in tourism and hospitality by providing accurate, consistent, and timely translations, supporting multiple languages, reducing costs, and improving the overall guest experience. Expert systems in tourism and hospitality enhance the travel experience by providing personalized recommendations, streamlining bookings, offering real-time support, and ensuring that every aspect of your trip is well-planned and enjoyable. They make travel more convenient, enjoyable, and tailored to your preferences.