Name : ……………………………………………………

Roll No. : …………………………………………………

Invigilator's Signature : ……………………………………

CS/BHMCT(N)/SEM-3/HM-305/2012-13
2012
HOTEL INFORMATION SYSTEM

Time Allotted : 3 Hours   *Full Marks* : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A
(Objective Type Questions)

1. State *True* or *False* / Fill in the Blanks and attempt any *ten* from the following :   10 × 1 = 10

    a)   A system is a combination or arrangement of parts of parts to form an integrated whole.

    b)   Electronic Locking System is integrated with MIS.

    c)   Room Management module helps in inquiring about Room status, Rooms and Rate assignments.

    d)   CAS (Call accounting system) is used by Restaurants.

    e)   Data are facts and figures.

f) EPABX system can be interfaced and linked to HIS for easiness in tracking the telephone calls.

g) The definition of Managment has evolved from the work of Herman Hollerith.

h) In late 1890's efforts of Henri Fayol created a punch-card system.

i) Identity Management System forms the Nervous System of the HIS.

j) ESS a specialized decision support system stands for .... (Executive Support System).

k) HRMS Modules stands for .... (Human Resource Management System).

l) MSDOS stands for .... (Microsoft disk operating system).

GROUP – B
(Short Answer Type Questions)
Answer any *three* of the following. 3 × 5 = 15

2. How is account receivable module different from account payable module ?

3. Write in brief about inventory management module.

4. Explain Central Reservation System in brief.

5. Brief explain Payroll Module.

6. Briefly write about HRIS and its importance.

GROUP – C
(Long Answer Type Questions)
Answer any *three* of the following.   3 × 15 = 45

7. Write in details about Call Accounting System.

8. Explain computer based reservation system in detail.

9. What are the points to be considered while implementing PMS in a hotel.

10. What is the role of MIS in hotels.

11. Explain how automated beverage management system operates and how it is different from in room vending system.

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