Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BHMCT(NEW)/SEM-3/HM-305/2009-10

2009

HOTEL INFORMATION SYSTEMS

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* for the following statements :

$$10 \times 1 = 10$$

i)   POS stands for point of sale.

ii)   Payroll module generates salary for employees.

iii) CRS helps in room reservation.

iv)   Room status could be viewed by Housekeeping department & is distinguished by colour codes.

v)   Night audit is done routinely by Front Office Manager.

vi)   MIS is used for report generation.

vii) Energy management system controls HVAC.

viii) Electronic Locking System is integrated with PMS.

ix)   Call accounting system is integrated with telephones.

x)   Recipe management helps in menu pricing & costing.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.   3 × 5 = 15

2. How does recipe management software operate ?

3. What is MIS ? What are its design and functions ?

4. Explain PMS & its interface.

5. Distinguish between integrated & interface systems.

6. Explain Electronic Locking system.

GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following.   3 × 15 = 45

7. What are the criteria for selecting a PMS ? Explain in detail.

8. Explain accounting application module in detail.

9. What is HIS ? What are its modules ? Explain in detail.

10. Explain computer based reservation system & its operation.

11. Explain food & beverage management application emphasizing on sales analysis and menu management.

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