

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

00810

Term-End Examination

December, 2013

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Define the following : **4x5=20**
 - (a) PMS
 - (b) CRS
 - (c) Ergonomics
 - (d) POS

2. Write short notes on : **2x10=20**
 - (a) Types of accounts
 - (b) Annual Maintenance Contract

3. MIS is a very important tool in planning and decision making for managers. Explain. **20**

4. What are affiliate and non-affiliate systems ? **20**
Explain with examples.

5. How does Rooms Management Module work in any HIS ? Explain. 20
 6. What is a Cash Accounting System and how is it interfaced with any PMS ? Explain. 20
 7. What are various steps for establishing system requirements ? Discuss. 20
 8. Contract negotiations are done with art and skills of the management. Discuss. 20
 9. Energy Management Systems are becoming very important for any hotel. Explain the importance of EMS and its interfacing with PMS. 20
 10. What is a Guest Profile ? What does it contain ? Why is it important to maintain Guest Profile for the hotel ? Discuss. 20
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