

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2012

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 hours

Maximum Marks : 100

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

1. Explain the criteria for selecting a PMS for the hotel. 20
2. What are the features available for reservation enquiry in a standard CRS ? 20
3. Explain the Guest Accounting Procedures used by hotel Information System. 20
4. What are the different reports generated in a PMS ? 20
5. Draw the screen used for Guest profile in a standard PMS. 20

6. What are the various POSs in the hotels ? How are these interplaced with a PMS of the hotel ? 20
 7. Explain the procedure of hiring a vendor for procuring a PMS. 20
 8. What is the importance of analysing current information needs for the hotel to have PMS. 20
 9. What are the interfaces between Housekeeping and Front office in a PMS. 20
 10. Write short notes on - 5x4=20
 - (a) GDS
 - (b) CRS
 - (c) Ergonomics
 - (d) Contract at Negotiation
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