

**M.Sc. HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2015

**MHA-04 : INFORMATION MANAGEMENT
SYSTEMS AND HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*

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1. Define Data. Discuss the nature and scope of data in today's context of development. **20**
 2. What is the need and importance of information in the hospitality industry ? Explain with the help of relevant examples. **20**
 3. Write a detailed note on Management Information System (MIS). **20**
 4. Discuss the advantages and limitations of computerisation of the functioning of a Hotel. **20**
 5. Write short notes on any two of the following :
 - (a) Central Processing Unit (CPU) **2x10=20**
 - (b) Types of Information
 - (c) Information Resource Assessment

6. What do you understand by LAN ? Discuss the network characteristics and structures. 20
7. What do you understand by computer software ? Which software is most popular in the hospitality industry and why ? 20
8. What do you understand by computer virus ? What is the process of protecting and treating a computer virus attack ? 20
9. Discuss the strategic issues related with the computer aided decision making process. 20
10. Write short notes on **any two** of the following : 2x10=20
- (a) Hacking
 - (b) Role of Internet in Hospitality Industry
 - (c) Classification of computers
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