MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT

Term-End Examination

December, 2016

MHY-009 : HOSPITALITY INFORMATION TECHNOLOGY

Time : 3 hours *Maximum Marks : 100*

Note : (i) Attempt *any five* questions.

(ii) All questions carry *equal* marks.

1. Discuss the modules and sub-modules of Fidelio   **20**
    software.

2. Explain in detail the features of Global   **20**
    Distribution System (GDS) and Central
    Reservation System (CRS).

3. Explain with example the maintenance of guest   **20**
    accounts during high and low occupancy periods.

4. What are different property management system   **20**
    interfaces ? Elaborate on Energy Management
    System (EMS).

5. Discuss various factors which will be kept in mind   **20**
    while selecting property management software.

6. Write short notes on :   **2x10=20**
    (a) The HIS concept
    (b) Point of Sole (POS)

7. What are the various stages of guest cycle ? **20**
    Explain the pre-arrival stage in detail.

8. Write short notes on :   **2x10=20**
    (a) Room status
    (b) Contract negotiations

9. Explain in detail the working and management **20**
    of electronic locking system.

10. Explain the different procedure of room   **20**
    assignment for a walk in and reserved guest as
    carried out in Fidelio pms.