

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**December, 2017**

**MHY-009 : HOSPITALITY INFORMATION  
TECHNOLOGY**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. What are the various softwares used in hospitality industry ? Write the advantages and disadvantages of Fidelio. 20
2. Discuss various activities and procedures to be followed at point of sales. 20
3. How is reservation request processed in computer software ? Differentiate between GDS and CRS reservation system. 20
4. Enlist and explain the functions of reservation department. 20
5. Write short notes on : 10x2=20
  - (a) Room status
  - (b) Types of accounts

6. What is the importance of Night auditing ? 20  
Explain how night auditing is carried out in hotels ?
7. Write short notes on : 4x5=20  
(a) CAS  
(b) POS  
(c) PMS  
(d) Inter sell agencies
8. What do you understand by EMS ? Explain 20  
various EMS used in hotels with their advantages.
9. What are the various factors which are considered 20  
while selecting and installation of computer systems ?
10. (a) How is posting of entries carried out by  
F.O.C. using software applications ? 10x2=20  
(b) How is guest profiling done in PMS ?
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