MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT

Term-End Examination

June, 2013

MHY-009 : HOSPITALITY INFORMATION TECHNOLOGY

Time : 3 hours   *Maximum Marks : 100*

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

1. What is Hotel Information system ? Discuss with examples.   **20**

2. How does a Global Distribution System Work ? Explain with an example.   **20**

3. What information related to a guest may be required for reservation ? Explain using any MIS.   **20**

4. Report Generation is an important element of any MIS. Explain with giving examples of various reports generated.   **20**

5. What is Electronic Locking System ? How does it interface with PMS ? Explain with example.   **20**

6. What are the criteria of selecting a PMS ? Explain.   20

7. How does the sorting and selection takes place of   20
the proposal from vendors ? Explain.

8. MIS can be used to formulate pricing strategies   20
also. Discuss.

9. Write short notes on *any two* :   10x2=20

    (a) Point of sale

    (b) Reservation Inquiry

    (c) Auxilliary Guest Services

10. Write briefly on :   5x4=20

    (a) CRS

    (b) Amadeus

    (c) CAS

    (d) Installation Factors