

00405

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 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. Why should a need analysis be performed before computers and software are purchased ? Explain with its components. **20**

2. Explain the following : **4x5=20**
 - (a) Amadeus
 - (b) Ergonomics
 - (c) Account receivables
 - (d) Self check - in

3. Discuss in detail the method used to process a reservation in PMS. **20**

4. Write short notes on : **2x10=20**
 - (a) Global distribution system
 - (b) Contract negotiations

5. What do you understand by Cash Accounting System and explain its working in a PMS ? 20
6. Write note on night Auditing Report and its procedure. 20
7. Enlist and describe the modules and sub - modules required in a PMS selected for front-office management. 20
8. What is an electronic locking system ? Explain how is ELS interfaced with PMS to ensure guest security. 20
9. Explain Guest History Card with its importance. 20
10. Define the following : 4x5=20
- (a) Electronic guest folio
 - (b) Point of Sales (PoS)
 - (c) Room status
 - (d) Account settlement
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