

00114

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2018

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 hours

Maximum Marks : 100

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

1. Discuss in detail the modules and submodules of Fidelio software used for front office operations. 20
2. What do you understand by HIS concept ? Explain the Room Management module work in any HIS. 20
3. Write short notes on : 10x2=20
 - (a) Affiliate and non-affiliate systems
 - (b) Global distribution system
4. Write the responsibilities of Night-auditor. Discuss how night-auditing is carried in a 5-star hotel. 20
5. Explain in detail the modes/methods which are used to settle accounts by the guests at the time of check out. 20

6. What do you mean by EMS ? Explain various Energy management systems used in hotels to conserve energy. 20
7. Write short notes on : 10x2=20
- (a) Point of Sale System (POS)
 - (b) Electronic locking systems
8. List the functions carried out by reservation personnel. Discuss how these functions are carried out using a software. 20
9. Write an essay on selecting and implementing computer systems. 20
10. Write short notes on : 4x5=20
- (a) CRS
 - (b) Amadeus
 - (c) Inter sell agencies
 - (d) CAS
 - (e) NCR
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