

No. of Printed Pages : 2

MHY-009

**M. B. A. IN INTERNATIONAL
HOSPITALITY MANAGEMENT
(MBAIHM)**

Term-End Examination

June, 2019

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 Hours

Maximum Marks : 100

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

1. Enlist *five* property management systems used in hotels. Explain the various modules and sub-modules of 'Fidelio' in detail. 20
2. Explain handling, processing usage and storing of reservation request in PMS. 20
3. Write an essay on how night auditing is carried out in hotels and its importance. 20
4. Define the following : 5 × 4 = 20
 - (i) Guest Accounting
 - (ii) CRS
 - (iii) Room Assignment
 - (iv) Posting entries

5. Define Electronic Locking System (ELS).
Explain ELS interface with PMS to ensure
guest safety and security. 20
6. Write notes on the following :
- (a) Room status 10
 - (b) Cash accounting system 10
7. Explain in detail the steps taken in hotels for
conserving energy. Why is it important ? 20
8. Differentiate between the following : $5 \times 4 = 20$
- (a) GDS and CRS
 - (b) Affiliate and non-affiliate system
 - (c) Reservation and registration
 - (d) Guest profile and guest history
9. Write an essay on methods to settle the
accounts of the guest at the time of check out. 20
10. How does Room Management module work in
any HIS ? Explain in detail with suitable
examples. 20