| MHY-009 |

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MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT

Term-End Examination
December, 2011

MHY-009 : HOSPITALITY INFORMATION TECHNOLOGY

Time : 3 hours   *Maximum Marks : 100*

Note : (i)   Attempt **any five** questions.

(ii) **All** questions carry **equal marks.**

1.   Explain night audit procedure followed at the   **20**
     front office accounts.

2.   How does the PMS provide information for   **20**
     management planning and decision making ?

3.   Evaluate merits and demerits of using GDS for a   **20**
     standalone down town property.

4.   Provide details about how a PMS can help the   **20**
     Front Office Manager to forecast demand and
     price the room inventory.

5.   How is CRS useful for a large group having   **20**
     properties at multi locations ?

6. Describe factors important when selecting PMS 20
   reports for development.

7. How does computerisation help a hospitality unit 20
   in enhancing safety and security of guests ?

8. Write short notes on following : (*any two*) 10+10=20
   - Central Reservation Systems (CRS)
   - Types of guest accounts
   - Point of Sales (POS)
   - Cash Accounting System (CAS)

9. Explain various factors that influence a revenue 20
   manager in developing effective distribution
   strategy.

10. Explain the elements and procedures of an 20
    international level reservation system for a large
    multinational hotel chain.

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