

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT (MBA IHM)**

**Term-End Examination**

00081 December, 2014

**MHY-009 : HOSPITALITY INFORMATION  
TECHNOLOGY**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. What do you understand by PMS ? Explain the various criteria that are to be kept in mind while selecting PMS for a 5-star hotel. 20
2. Explain the advantages and disadvantages of Fidelio Software used by hotels. 20
3. What are the functions that are carried out by using computer based reservation system ? 20
4. Write short notes on the following : 4×5=20
  - (a) GDS
  - (b) The HIS Concept
  - (c) Guest History Card
  - (d) Room Status

5. Why is night auditing important ? Give the step-by-step procedure that is followed while conducting night auditing. 20
6. Explain the Rooms Management modules that are available in a standard PMS. 20
7. Define POS. Discuss the interface of all POS and their functioning. 20
8. Write short notes on any *two* of the following :  $2 \times 10 = 20$
- (a) Energy Management System (EMS)
  - (b) Electronic Locking System (ELS)
  - (c) Auxiliary Guest Services
9. What are the qualities you would consider while selecting a vendor for your property ? 20
10. Explain the procedure for analysing current information needs. 20
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