

MBA IN HOSPITALITY MANAGEMENT

Term-End Examination

June, 2012

00031

**MHY-009 : HOSPITALITY INFORMATION
TECHNOLOGY**

Time : 3 hours

Maximum Marks : 100

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

1. What are the various factors which lead to the computerization of hotel operations ? Discuss. 20
2. How does a PMS different from CRS or GDS ? Also explain the features of any PMS. 20
3. MIS is very important tool for management planning and decision making. Discuss. 20
4. Discuss the role of MIS in pricing strategies of a hotel. 20
5. Explain the uses of Energy Management system in a hotel. 20

6. What could be the information related to In - house guests present in a PMS ? Explain. 20
7. List various reports which could be generated using Front Office Module of a PMS. Explain any two in detail. 20
8. Explain the importance of connecting PMS with all POSs of the hotel. 20
9. Explain the importance of GDS in reservation for a hotel. 20
10. Write short notes on : 5x4=20
- (a) Fidelio
 - (b) CAS
 - (c) AMC
 - (d) Ergonomics
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