



UG – 410

VI Semester B.H.M. Examination, Sept./Oct. 2022  
(CBCS) (F+R) (2017-18 and Onwards)  
**HOTEL MANAGEMENT**  
**Paper – 6.4 : Computers in Hospitality Services – I**

Time : 3 Hours

Max. Marks : 70

**Instruction :** Read the instructions **carefully** and number the answers **correctly**.

SECTION – A

1. Answer **any five** sub-questions. **All** questions carry **equal** marks. (5×2=10)
- a) What is Intranet ?
  - b) Expand POS.
  - c) What is Lock-out ?
  - d) What is Non-Affiliate Reservation System ?
  - e) What is a Non-Guest Folio ?
  - f) Define 'Strategic Planning'.
  - g) Name any two popular GDS.

SECTION – B

Answer **any three** questions. **All** questions carry **equal** marks. (3×6=18)

- 2. Explain in brief on criteria to be considered for managing multi-processor environment.
- 3. Explain in brief the housekeeping functions performed in room management module.
- 4. Write a note on reservation module.

P.T.O.



5. Write a note on Central Reservation System.
6. Explain in brief various types of vendor contracts.

SECTION – C

Answer **any three** questions. **All** questions carry **equal** marks. **(3×14=42)**

7. Explain in detail the points to be considered while purchasing a computer system.
  8. Explain the MIS security issues in detail.
  9. Explain the impact of computerization in hotel industry ? Explain.
  10. Explain in detail the latest developments in computer based reservations systems.
  11. Write short notes on :
    - i) Registration Module.
    - ii) Check-out Module.
-