



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JANUARY/FEBRUARY 2013 EXAMINATION**

Course Code: HCM432 **Credit Unit:** 2
Course title: HOSPITALITY INFORMATION SYSTEMS
Time Allowed: 2hrs

Instructions: 1. Attempt question number one (1) and any other two (2).
2. Question number 1 is compulsory and while the other 2 questions carries 30 marks while the other 2 questions carry 20 marks each.
3. Present all your points in coherent and orderly manner.

1. (a) Explain the term Information Technology (10 marks)
(b) Differentiate between executive Information System (EIS) and Transaction Processing System (TPS) (10 marks)
(c) What are the essentials of the Decision Support System (DSS) (10 marks)
2. (a) Differentiate between Information System and Hospitality Information System
(b) Explain briefly the components of Hospitality Industry Technology (HIT). (20 marks)
3. (a) Explain the concept of the Telephone Call Accounting System
(b) List and explain briefly the benefits of computerization
(c) Show the graphical description of the Hotel Property Management System Interfaces (20 marks)
4. (a) What is Control Inventory
(b) List and explain briefly the approaches to inventory control
(c) Highlight the reasons for inventory control (20 marks)
5. Write brief and explanatory notes on any four of the following with respect to Hospitality Information System (HIS)
 - (a) Quotation and Sales Forecasting
 - (b) Event Diary
 - (c) Point-of-Sale System (POS):
 - (d) A typical event management computer system

(e) Event Management (20 marks)

130206101
8