



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

**COURSE CODE: HCM432**

**CREDIT UNIT: 2**

**COURSE TITLE: HOSPITALITY INFORMATION SYSTEM**

**TIME ALLOWED: 2 HRS**

**INSTRUCTIONS: 1. Attempt question number one (1) and any other two (2).**

**2. Question number 1 is compulsory and carries 30 marks, while the other questions carry equal marks each**

**3. Present all your points in coherent and orderly manner**

1. Give a detail account of any four of the following terms in Hospitality Information System (HIS).

- (a) Event Management
- (b) Event Management Computer System
- (c) Point-of-Sale System (POS):
- (d) Event Diary
- (e) Quotation and Sales forecasting

**(30 marks)**

2. (a) Explain with examples, the concepts of Information System and Hospitality

Information System

**(15 marks)**

(b) Briefly explain the components of Hospitality Industry Technology **(5 marks)**

3. (a) Explain the term Information Technology

**(5 marks)**

(b) What are the differentiating factors between Executive Information System

(EIS) and Transaction Processing System (TPS)?

**(10 marks)**

(c) What are the essentials of the Decision Support System (DSS)? **(5 marks)**

4. (a) What is Control Inventory?  
**(6 marks)**

(b) List and explain briefly the approaches to Inventory Control  
**(10 marks)**

(c) Highlight the reasons for Inventory Control  
**(4 marks)**

5. (a) Explain the concept of the Telephone Call Accounting System  
**(5 marks)**

(b) List and explain briefly the benefits of computerization  
**(10 marks)**

(c) Give the graphical description of the Hotel Property Management System

Interfaces  
**(5 marks)**