NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF AGRICULTURAL SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION

COURSE CODE: HCM432
COURSE TITLE: HOSPITALITY INFORMATION SYSTEM
TIME ALLOWED: 2 HOURS
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)**