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

HCM432: HOSPITALITY INFORMATION SYSTEM   (2 CR)   2 HRS

INSTRUCTION(S) Attempts any three questions in all. Question one is Compulsory.

1.   (a) Differentiate with examples the concepts of Information System from Hospitality Information System
                    (**15 marks)**

(b) Explain briefly the components of Hospitality Industry Technology
        (**15 marks)**

2.   Write brief and explanatory note on any four of the following in respect to Hospitality Information System (HIS)

        (a) Event Management

         (b) A typical event management computer system

         (c) Point-of-Sale System (POS):

         (d) Event Diary

          (d) Quotation and Sales forecasting
        (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   **(6 marks)**

         (b) List and explain briefly the approaches to inventory control
          (7 marks)

(c) Highlights the reasons for inventory control
(7 marks)

5 (a) Explain the term Information Technology
(7 marks)

(b) Differentiate between executive Information System (EIS) and Transaction
Processing System (TPS) **(7 marks**)

(c) What are the essentials of the Decision Support System (DSS)
(6 marks)