

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2018
(First Semester)

Branch - **CATERING SCIENCE & HOTEL MANAGEMENT**

COMPUTERS FOR HOSPITALITY INDUSTRY

Time: Three Hours .

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 1 = 10)

Choose the best answer:

- 1 _____ is a chart that uses shapes or three-dimensional representations to show geologic features, or a flowchart using geometric figures to show the data flow in a computer system.
(i) System (ii) Block diagram
(iii) Memory (iv) Storage
- _____ is the low-level software that supports a computer's basic functions, such as scheduling tasks and controlling peripherals.
(i) internet distribution system (ii) enterprise resource planning
(iii) reservation process (iv) Operating system
- 3 Identify the correct command for creating table in MS-Word.
(i) Insert (ii) Page layout
(iii) Reference (iv) Review
- 4 _____ is a spreadsheet program included in the Microsoft office suite of applications.
(i) MS module (ii) Microsoft Excel
(iii) MS management module (iv) MS Power Point
- 5 HIS indicates _____.
(i) Hotel Information System (ii) Heritage Internet System
(iii) Heritage Installation System (iv) Hotel Installation System
- 6 POS means _____.
(i) Play of Sales (ii) Page of Serial Number
(iii) Page of Selling (iv) Point of Sales
- 7 The front office Audit is usually referred as _____ because hotels generally perform it during the late evening hours.
(i) Return Audit (ii) Correct Audit
(iii) Night Audit (iv) Accounting Audit
- 8 The _____ report from RDP includes a list of all rooms on property and the current occupancy of each room.
(i) Complaint (ii) Room Status
(iii) Reservation (iv) Guest
- 9 PMS means _____.
(i) Private Management System (ii) Property Management System
(iii) Point Module System (iv) Priority Module System
- 10 ICR means _____.
(i) Internet character Recognition (ii) Intellectual Circulative Recognition
(iii) Interior Critical Recognition (iv) Immediate Character Recognition

SECTION - B (25 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks (5 x 5 = 25)

11 a Explain the evolution of computers.

OR

b Outline the basics about e-commerce.

12 a Outline about the formatting a word document.

OR

b Explain in detail about the adding graphics and effects in Power Point.

13 a Explain the software modules for reservation.

OR

b How will you create a reservation record? Explain.

14 a Classify the method of posting the entries in accounts.

OR

b Describe about the in house guest information.

15 a Explain the electronic locking systems.

OR

b Explain the guest information systems.

SECTION -C (40 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks (5 x 8 = 40)

16 a Analyze about the computer components, memory and storage.

OR

b Discuss the classification of networks.

17 a How will you print a word document? Explain.

OR

b Highlight the steps to creating charts in MS-Excel.

18 a Examine the HIS concept.

OR

b Discuss about CRS.

19 a Summarise the guest accounting module.

OR

b Outline the various reports in rooms management application.

20 a Discuss the CAS/PMS advantages.

OR

b Elucidate the important features in food and beverage applications.