

**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.

18a 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.