PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
B.Voc DEGREE EXAMINATION MAY 2017
(Second Semester)

Branch- **HOSPITALITY MANAGEMENT**

COMPUTER FOR HOSPITALITY INDUSTRY

Time : Three Hours   Maximum : 75 Marks

SECTION-A (20 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** marks   (1 0 x 2 = 20)

1   What is a computer?
2   What is an e-mail?
3   Write any two uses of MS-Excel in hotel industry.
4   State the use of organisation chart.
5   Define Point of Sales.
6   What is CRS?
7   What is the use of reports for quest accounting module?
8   What is the purpose of housekeeping function in rooms management applications?
9   State the use of electronic locking systems.
10   What is ICR And POSD?

SECTION - B (25 Marks!
Answer **ALL** Questions
ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

11 a Write about the various generations of computer.
                         OR
    b Briefly explain the types of storage devices.

12 a Write about the features of MS-WORD
                         OR
    b How will you prepare a simple presentation? Explain.

13 a   Brief about the various module in HIS.
                         OR
    b Explain about the property level reservation systems.

14 a Discuss in brief about posting entries to accounts.
                         OR
    b Briefly explain about the housekeeping functions through rooms management applications.

15 a What is point of sale system? Explain.
                         OR
    b What is wireless terminals? Explain.

SECTION - C (30 Marks)
Answer any **THREE** Questions
ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

16   Explain the components of computer systems with its block diagram.

17   Explain the functions and formula associated with MS Excel.

18   Discuss in detail about hotel information system.

19   Explain about the room management modules.

20   What is CAS ? Explain .