PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BVoc DEGREE EXAMINATION DECEMBER 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   Define indexing?
2   Write any two uses   of email.
3   Write the command for toggle between documents.
4   Write the MS word commands for making a text bold and underline.
5   Write a short note on gust accounting.
6   How will you create a reservation record?
7   How do you check room rate assignment using room management module?
8   Write any four types of reports generated?
9   Define POS,
10   Write a short note on workstation printers.

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

11 a Write in detail about the generation of computers.
                              OR
    b Explain in detail about the importance of e-commerce in regard to hostel
       industry.

12 a Write in detail about the features of MS EXCEL.
                              OR
    b How will you make an organization chart using power point presentation?

13 a Write in detail about the HIS software modules for reservation.
                              OR
    b Write notes on generation of reports.

14 a Explain in detail about the night audit routine in hostels.
                              OR
    b Explain in detail how the housekeeping functions are carried out in room
       management module.

15 a Explain the cash accounting system in details.
                              OR
    b Write brief notes on touch screen terminals and wireless terminals.

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

16   Explain the computer with a block diagram? Write the components of
      computer system.

17   Write the various types of MS Excel graphs and their uses.

18   Write in detail about central reservation system.

19   Explain in detail about the room management applications module.