

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2024
(Second Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

COMPUTER APPLICATIONS FOR HOSPITALITY INDUSTRY

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following maintains the Domain Name System? a) a single server b) a single computer c) distributed database system d) a single client	K1	CO1
	2	What is internet? a) A network of interconnected local area networks b) A collection of unrelated computers c) Interconnection of wide area networks d) A single network	K2	CO1
2	3	HTML stands for _____. a) HyperText Markup Language b) HyperText Machine Language c) HyperText Marking Language d) HighText Marking Language	K1	CO2
	4	Which of the following tag is used for inserting the largest heading in HTML? a) head b) <h1> c) <h6> d) heading	K2	CO2
3	5	Microsoft word is ____ software. a) Application b) Compiler c) System d) Programming	K1	CO3
	6	The File that consists of readymade styles that we can easily use for our presentation is known as a) Pre formatting b) Template c) Wizard d) AutoStyle	K2	CO3
4	7	If a hotel accepts more bookings than the hotel can accommodate for a particular period, it is known as _____. a) occupation. b) Upselling c) Overbooking d) Reservations	K1	CO4
	8	What should be considered while checking for availability of room? a) Your personal relations with guest b) Guest request. c) Behavior of guest d) manager request	K2	CO4
5	9	Which department receives orders to deliver food and beverages to the guests' rooms? a) Housekeeping b) Front Office c) Room Service d) Food and Beverage	K1	CO5
	10	Which of the following is not a front office module of the typical property management system? a) Room management b) Food and beverage management c) Reservation management d) Guest accounting management	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Identify the difference between webpage and homepage.	K4	CO1
	(OR)			
	11.b.	Determine the general architecture of World Wide Web.		
2	12.a.	Explain the brief history of HTML.	K5	CO2
	(OR)			
	12.b.	Illustrate the purpose of paragraph tag used in HTML.		
3	13.a.	Summarize the steps to entering text on shapes in MS Word.	K6	CO3
	(OR)			
	13.b.	Evaluate the selecting, moving and deleting slides in MS PowerPoint.		
4	14.a.	Discuss the software modules for reservation system.	K5	CO4
	(OR)			
	14.b.	Assume the new developments of reservation through the internet.		
5	15.a.	Conclude the advantages and concerns of CAS/PMS.	K6	CO5
	(OR)			
	15.b.	Estimate the uses of touch screen terminals.		

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Compare and construct the functions of web servers and search engines.	K6	CO1
2	17	Enumerate the different types of heading levels in HTML document.	K6	CO2
3	18	Evaluate the formatting date and time values in MS Excel.	K5	CO3
4	19	Analyze the generation of reports in rooms management.	K4	CO4
5	20	Elaborate the implementation of Immediate Character Recognition (ICR) terminal.	K6	CO5

Z-Z-Z

END