PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BVoc DEGREE EXAMINATION DECEMBER 2024
(Fifth Semester)

Branch – HOSPITALITY MANAGEMENT

HOSPITALITY COMPUTER APPLICATION

Time: Three Hours   Maximum: 50 Marks

SECTION-A (5 Marks)
Answer ALL questions
ALL questions carry EQUAL marks   (5 x 1 = 5)

1. Choose the component that is considered the 'brain' of the computer.
   - (i) Hard Drive
   - (ii) RAM
   - (iii) CPU
   - (iv) Monitor

2. Identify the feature in MS-PowerPoint that helps in adding visual effects to slides.
   - (i) SmartArt
   - (ii) Slide Layout
   - (iii) Animations
   - (iv) Data Bars

3. Name the metric which measures the percentage of available rooms that are occupied.
   - (i) House Count
   - (ii) Average Room Rate
   - (iii) Room Occupancy Percentage
   - (iv) Average Revenue Per Guest

4. Mention the primary purpose of a Central Reservation System (CRS).
   - (i) Track guest information
   - (ii) Manage point of sale transactions
   - (iii) Facilitate room bookings across multiple properties
   - (iv) Handle housekeeping tasks

5. Indicate the system interface that is used for managing guest room security.
   - (i) Cash Accounting System
   - (ii) Electronic Locking System
   - (iii) Point of Sale System
   - (iv) Guest Information System

SECTION - B (15 Marks)
Answer ALL Questions
ALL Questions Carry EQUAL Marks   (5 x 3 = 15)

6. a. State the importance of confirmation of reservation in a hotel's booking system.

   OR

   b. Describe about 'computer hardware' and list three examples.

7. a. Bring out the primary uses of MS-Word.

   OR

   b. State the purpose of the "Format Painter" tool in MS-Excel.

8. a. Explain what does the term 'room status' refer to in a hotel's room management system.

   OR

   b. Analyze the purpose of a 'desk control update'.

9. a. Describe the role of a Property Level Reservation System.

OR

b. Outline the primary components of a hotel's Information System (HIS).

10. a. Summarise the key advantages of Electronic Locking Systems in hotels.

OR

b. Analyze the purpose of using Immediate Character Recognition (ICR) Terminals in a POS system.

SECTION -C (30 Marks)
Answer **ALL** questions
ALL questions carry **EQUAL** Marks   (5 x 6 = 30)

11. a. Discuss the evolution of computer systems from early mechanical computers to modern digital computers.
OR
b. Elucidate the main components of a computer system and their functions.

12. a. Outline the process of creating a presentation in MS-Power Point
OR
b. Discuss the procedures followed on formatting a document in MS-Word.

13. a. Point out the key functions of housekeeping in a hotel's room management system.
OR
b. Identify how room and rate assignments are managed and optimized within a hotel's room management system.

14. a. Analyze the integration of Online Travel Agents (OTAs) with hotel reservation systems.
OR
b. Elucidate the concept of the Hotel Information System (HIS) with an overview.

15 a. Examine the key features and advantages of Point of Sale (POS) Systems in a hotel.
OR
b. Enumerate the role of Cash Accounting Systems (CAS) in hotel management.

Z-Z-Z   END