# PSG COLLEGE OF ARTS & SCIENCE
## (AUTONOMOUS)

## BVoc DEGREE EXAMINATION DECEMBER 2025
(Fifth Semester)

Branch - **HOSPITALITY MANAGEMENT**

## HOSPITALITY COMPUTER APPLICATION

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 is not a characteristic of a computer? <br> a) Versatility    b) Accuracy <br> c) Diligence    d) I.Q. | K1 | CO1 |
| | 2 | What is the name of activities or team who work behind the scenes or not seen by the guests? <br> a) Front of the House    b) Back of the House <br> c) Middle of the House    d) All House works | K1 | CO2 |
| 2 | 3 | Which one of the following is not available on the Ruler of MS Word screen? <br> a) Left Indent    b) Tap stop box <br> c) Right Indent    d) Center Indent | K1 | CO1 |
| | 4 | Name the file that starts with MS Word. <br> a) Winword.exe    b) Msword.exe <br> c) Word.exe    d) Word2003.exe | K1 | CO2 |
| 3 | 5 | Indicate the name given to the total number of rooms occupied by guests at any given point. <br> a) Occupancy percentage    b) Average Room Rate <br> c) House Count    d) Room Occupancy Rate | K1 | CO1 |
| | 6 | Identify the correct revenue for the average revenue generated from each occupied room over a specific period <br> a) Occupancy percentage    b) Average Room Rate <br> c) House Count    d) Room Occupancy Rate | K1 | CO2 |
| 4 | 7 | Which out of these _____ handles bookings and reservations for various services? <br> a) Transaction Processing    b) Retrieval <br> c) Inventory Management    d) Distribution | K1 | CO1 |
| | 8 | Name the system _____ that directly links reservation systems of hotels, car rental airline, and travel agency companies of worldwide basis. <br> a) Internet Distribution Systems    b) Travel.com <br> c) Globel Distribution System    d) Application provider | K1 | CO2 |
| 5 | 9 | Point out one of the PMS collecting data and integrating activities from the below options. <br> a) Manual Keys    b) Sales Management <br> c) Guest Profile    d) CRM | K1 | CO1 |
| | 10 | Which system helps manage the day-to-day operations of any accommodation business? <br> a) Problem Management System <br> b) Property Management System <br> c) Point of Management System <br> d) Planning Management System | K1 | CO2 |

## 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. | Explain the components of a computer system. | K2 | CO2 |
| | | (OR) | | |
| | 11.b | Discuss about the various hotel softwares used in hotels. | | |
| 2 | 12.a | Explain about the commonly used MS Office tools. | K4 | CO4 |
| | | (OR) | | |
| | 12.b. | How can a user format the cells in Excel? Explain the steps involved. | | |
| 3 | 13.a | Analyse on the Average room rate and Average revenue per guest. | K4 | CO4 |
| | | (OR) | | |
| | 13.b. | Identify and explain the In-house guest information functions. | | |
| 4 | 14.a. | Appraise the role and modules of CRS in hotel. | K3 | CO3 |
| | | (OR) | | |
| | 14.b. | Compare Global distribution system and Central reservation system. | | |
| 5 | 15.a. | Ascertain the points to be considered while implementing PMS in a hotel. | K3 | CO3 |
| | | (OR) | | |
| | 15.b. | Determine the advantages of PMS. | | |

## 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 | Figure out the steps to be followed for handling guest mails. | K4 | CO4 |
| 2 | 17 | Outline the steps for creating a power point presentation. | K4 | CO4 |
| 3 | 18 | Interpret the features of Room Management applications. | K5 | CO5 |
| 4 | 19 | Explain the sources and functions of Computer Reservation systems. | K5 | CO5 |
| 5 | 20 | Investigate on the different property management systems. | K4 | CO4 |

Z-Z-Z   END