

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

**BSc DEGREE EXAMINATION DECEMBER 2022
(Second Semester)**

Branch – **CATERING SCIENCE AND HOTEL MANAGEMENT**

COMPUTER FOR HOSPITALITY INDUSTRY

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 _____ is known as WWW

(i) World Wide Windows	(ii) Wireless Wide Windows
(iii) World Wide Web	(iv) Wireless Wide Web

- 2 A _____ is software that is integrated into the hotel's website and social media pages that helps customers book, pay for, and manage their stay directly.

(i) Booking engine	(ii) Server engine
(iii) Customer engine	(iv) Client engine

- 3 Total room sales divided by the number of rooms sold represents _____.

(i) Rack rate	(ii) Room occupancy percentage
(iii) Daily report	(iv) Average daily rate

- 4 A _____ record contains detailed information for an individual or company and needs to exist in order to create a stay record (reservation) or group booking.

(i) Hotel	(ii) Guest
(iii) Customer	(iv) Room

- 5 Dots Per Inch refers to a Printer's _____.

(i) Resolution	(ii) Speed
(iii) Output	(iv) Colors

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a State about the Functions of Operating Systems.
OR
b Classify the different types of Operating Systems.

- 7 a Bring out the steps involved in Room Management.
OR
b Narrate about the New Development of Reservation System.

- 8 a Prepare and produce a note on Room Management Module.
OR
b How to Generate the Reports? Explain.

Cont...

- 9 a Summarize about the usage of Electronic Locking Systems.
OR
b Outline the Advantages of PMS.
- 10 a State the use of Receipt Printer in Food & Beverage Industry.
OR
b Narrate the purpose of Touch Screen Terminals.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Elaborate on Characteristics of Computers.
OR
b Classify about different types of Memory.
- 12 a Elucidate about Software Modules for Reservation.
OR
b Discover the Key functions of the Reservation Module.
- 13 a Examine about the Housekeeping Functions.
OR
b Discuss on the In House Guest Information System.
- 14 a Identify the importance of Point of Sale Systems in PMS.
OR
b Highlight about Guest Information Systems and its functionality.
- 15 a Analyze the uses of Keyboards and Monitors in POS.
OR
b Elucidate the purpose of Wireless Terminals in POS.

Z-Z-Z

END