

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
BSc DEGREE EXAMINATION DECEMBER 2019  
(Second Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

**COMPUTER FOR HOSPITALITY INDUSTRY**

■ Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

- 1 Mention the base of Hexadecimal number system.  
(i) 2 (ii) 8  
(iii) 10 (iv) 16
- 2 Identify the internet classification in the followings  
(i) LAN (ii) MAN  
(iii) WAN (iv) PAN
- 3 Which one of the following is not a method of buying in hotel?  
(i) Inspection (ii) Contract  
(iii) Tender (iv) Retail market
- 4 Mention the condition which is not required to established a hotel-guest relationships.  
(i) Elements of transient (ii) News body  
(iii) Existence of contract (iv) Agreement to pay
- 5 A confirmation slip is used to \_\_\_\_\_.  
(i) Confirm a guest reservation (ii) Gurantee a sale  
(iii) Allocate a room (iv) Provide accommodation
- 6 Which of the following reservation system reports would help managers assess the volume of reservations activity on a daily basis?  
(i) An expected arrivals and departures report  
(ii) A room availability report  
(iii) A regret and denial report  
(iv) A reservation transaction report
- 7 \_\_\_\_\_ features of PMS allows management to retrieve operating or financial information at any time.  
(i) Registration (ii) Reservation  
(iii) Report (iv) Assignment
- 8 Which of the form is requested to complete by a guest at the time of check in?  
(i) Questionnaire (ii) Reservation  
(iii) Registration (iv) Booking
- 9 \_\_\_\_\_ allows operator to input data by touch of a finger.  
(i) Keyboard (ii) Monitor  
(iii) Touch screen (iv) Printer
- 10 \_\_\_\_\_ is like a television screen that displays o/p data.  
(i) Keyboard (ii) Monitor  
(iii) Printer (iv) ICR

Cont...

**SECTION - B (25 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks ( 5 x 5 = 25)

11 a Bring out the characteristics of computers.

OR

b Sketch the basics about e-commerce.

12 a Explain about Global distribution system.

OR

b State about point of sales.

13 a Outline about room and rate assignment.

OR

b Narrate about housekeeping functions.

14 a Bring out the advantages of PMS.

OR

b Organize the aspects in guest information systems.

15 a How touch screen terminals are used in applications?

OR

b How to produce consolidated reports?

**SECTION -C (40 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks ( 5 x 8 = 40)

16 a Elucidate on programming languages.

OR

b Discuss about memory and storage.

17 a Enumerate on room management.

OR

b Analy ze about new developments of reservation through the internet.

18 a Examine about in house guest information functions.

OR

b Survey on generation of reports.

19 a Summarize about electronic locking systems.

OR

b Highlight on cash accounting systems.

20 a Compare receipt printers with workstation printers.

OR

b Elaborate on keyboards and monitors.