

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
BSc DEGREE EXAMINATION MAY 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 binary number system.  
(i) 2 (ii) 8  
(Hi) 10 (iv) 16
- 2 Find the category of RAM.  
(i) Input device (ii) Output device  
(iii) Storage device (iv) Processing Device
- 3 Which one of the following is not a receiving policy?  
(i) Quality Control (ii) Contract  
(iii) Quantity Inspection (iv) Clerical procedures
- 4 Name the guest who leaves the hotel without bill.  
(i) chance guest (ii) walk out  
(iii) ledger account (iv) bad debt
- 5 What is room allocation means?  
(i) having enough rooms (ii) room status  
(iii) room diary (iv) securing a vacant ready for guest to occupy
- 6 Access to \_\_\_\_\_ module provides information on availability of entry to a guest room.  
(i) Report (ii) Security  
(iii) Room Inventory (iv) Room Status
- 7 Mention the report that indicates which rooms are occupied and which guests expected to check out the following day.  
(i) Registration Record (ii) Occupancy report  
(iii) Housekeeping status report (iv) Room status discrepancy
- 8 A PMS can generate \_\_\_\_\_ listing, which monitors guests who paid cash at check in  
(i) Guest history (ii) Housekeeping  
(iii) Registration (iv) Paid in advance
- 9 Food and Beverage facilitates the accounting process, verifying integrity of system.  
(i) Point of Sale (ii) Posting  
(iii) Receipts (iv) Labor Analysis
- 10 \_\_\_\_\_ hardware produces images on paper.  
(i) Keyboard (ii) Printer  
(iii) Touch Screen (iv) ICR

Cont...

**SECTION- B (25 Marks)**

Answer ALL questions  
ALL questions carry EQUAL Marks (5x5 = 25)

- 11 a Classify about Computer Networks.  
OR  
b Summarise on basic services.
- 12 a State about Guest Accounting.  
OR  
b How to create reservation record? Explain.
- 13 a How to verify the room status?  
OR  
b Organize about room and rate assignment.
- 14 a Bring out the concerns in PMS.  
OR  
b Outline about Point of Sale Systems.
- 15 a Explain about receipt printers.  
OR  
b Narrate the uses of Keyboard.

**SECTION -C (40 Marks)**

Answer ALL questions  
ALL questions carry EQUAL Marks (5x8 = 40)

- 16 a Discuss about data and numbering system.  
OR  
b Summarize on component of computers.
- 17 a Enumerate on software modules for reservation.  
OR  
b Survey about generation of reports.
- 18 a Elucidate about rooms management module.  
OR  
b Examine on House Keeping functions.
- 19 a Highlight on Electronic Locking Systems.  
OR  
b Outline about Guest information Systems.
- 20 a Compare Touch Screen terminals with ICR terminals.  
OR  
b Justify the uses of wireless terminals.