

. PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
Bvoc DEGREE EXAMINATION DECEMBER 2019
(First Semester)

Branch - **HOSPITALITY MANAGEMENT**

COMPUTERS FOR HOSPITALITY INDUSTRY

Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry EQUAL marks (10x1 = 10)

- 1 Which one of the following is not an operating system?
 (i) Windows (ii) MS-Office
 (iii) Linux (iv) Android
- 2 The CPU stands for _____.
 (i) Central Program Unit (ii) Central Proper Unit
 (iii) Central Process Unit (iv) Center for Problem Unit
- 3 To delete the selected sentence, we can press the following key:
 (i) back space (ii) del
 (iii) both (\$ and (ii) (iv) none of the above
- 4 What is the default font used in MS Word document?
 (i) Calibri (ii) Impact
 (iii) Century (iv) Times New Roman
- 5 CRS stands for _____.
 (i) Centralized Room Status (ii) Common Room Supply
 (iii) Central Reservation System (iv) Computerized Room Status
- 6 The backbone of any organization is _____.
 (i) information (ii) employee
 (iii) management (iv) capital
- 7 A confirmation slip is used to _____.
 (i) confirm a guest reservation (ii) guarantee a sale
 (iii) allocate a room (iv) provide accommodation
- 8 Which finance statement is used to show that the firm owns?
 (i) Income statement (ii) Balance Sheet
 (iii) statement of Retained Earnings (iv) Cash Flow Statement
- 9 CAS stands for _____.
 (i) Credit Account system (ii) Cash Accounting System
 (iii) Control access system (iv) None of the above
- P Per minute printing spread to large laser printer is _____.
 (i) 150 pages (ii) 200 pages
 (iii) 250 pages (iv) 300 pages

Cont...

SECTION - B (25 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks (5 x 5 = 25)

11 a Write down the components of a computer.

OR

b Explain about the classification of computers.

12 a What are the tools available in MS-Word?

OR

b How will you working with spreadsheet in MS-Excel?

13 a Give a short note on "POS".

OR

b Write down the concepts of "HIS".

14 a Brief about guest accounting module.

OR

b How will you generate room and rate assignment?

15 a Brief about property management system.

OR

b Write about Electronic Locking System.

SECTION -C (40 Marks!)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks (5 x 8 = 40)16 a **Briefly explain about e-commerce.**

OR

b Explain in detail about the major types of operating system.

17 a Give the introduction, creating and a presentation of MS-PowerPoint.

OR

b How will you working with sheets in MS-Excel? Explain.

18 a Describe about Hotel Information system.

OR

b Write in detail about Central Reservation system.

19 a Write down the functions of Room Management applications in House Keeping.

OR

b Explain in detail about different types of accounts.

20 a Briefly explain about Cash Accounting system.

OR

b Describe about various terminals and printers used in Food and Beverage applications.

Z-Z-Z**END**