[Time: 02:30 hrs] [Marks: 75]

N.B: 1) All Questions are compulsory
2) All Questions carry equal Marks.
3) Figure to the right indicate Marks

Q.1 A) Select an Appropriate Answer: (05)

1) Which of the following directly link reservation systems of hotel, airline, car rental, and travel agency companies on a worldwide basis?
   a. Internet distribution systems
   b. travel.com
   c. global distribution systems
   d. application service providers

2) All of the following functions are performed by the rooms management module of a hotel property management system EXCEPT:
   a. identifying room status.
   b. assigning guestrooms for cleaning.
   c. organizing housekeeping activities.
   d. posting entries to guest accounts.

3) The process of switching from the current technology system to the capabilities of a newly purchased system is called
   a) direct cutover conversion.
   b) system conversion.
   c) parallel conversion.
   d) site preparation.

4) Which of the following front office modules of a hotel property management system strengthens communication links between the front office and housekeeping departments?
   a) reservation module
   b) room management module
   c) guest accounting module
   d) general management module

5) Which of the following food and beverage software applications would help a manager determine the most profitable price to assign a particular menu item?
   a. recipe management application
   b. menu engineering application
   c. standard recipe application
   d. post-costing application

B) Match the Columns: (05)

1)	Guest Address	a) Site Preparation
2)	Stars	b) Reservation System
3)	Installation Factor	c) Alphanumeric Data
4)	Check in / Check out Report	d) Yield Management
5)	Revenue Management	e) High in MM and high in CM

C) **Define the following Terms:** (05)
1) Site Survey
2) IDS
3) Contribution Margin
4) Menu Mix
5) System Conversion

Q.2 **Answer ANY THREE of the following:** (15)
1) Elaborate MIS Personnel.
2) What are components of DBMS?
3) What are the general principles to be followed for securing information system.?
4) What is RFP? Explain its 3 sections.
5) Why analyzing the current information need is important?
6) What is the purpose of establishing system requirements?

Q.3 **Answer ANY THREE of the following:** (15)
1) Differentiate between affiliate and non-affiliate system?
2) What is CRS? Explain 5 functions of CRS.
3) What are different types of folios created by room management and guest accounting system? Explain in brief.
4) What are the functions of Room Management module?
5) Explain term "Account Settlement" in POS.
6) Explain in short POS order entry units.

Q.4 **Answer ANY THREE of the following:** (15)
1) What are the fields included in ingredient file data?
2) What sales report are generated by F & B management sales?
3) What are chaining recipes? Give any 1 example
4) Write in brief about functions of Hotel Sales Office Automation.
5) What is Banquet Event Order and Group Guestroom sales in automated sales application?
6) Explain Sales filing System.

Q.5 **Answer ANY THREE of the following:** (15)
1) Explain the steps of property level reservation system .
2) What is acceptance testing for of an application ?
3) Explain Intersell Agencies
4) What reports are generated by PMS reservation system?.
5) Explain Revenue Management.
6) Explain Menu Item File.

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