



SG – 582

VI Semester B.H.M. Examination, September/October 2021
(CBCS) (F + R) (2017 – 18 and Onwards)
HOTEL MANAGEMENT

Paper – 6.4 : Computers in Hospitality Services – I

Time : 3 Hours

Max. Marks : 70

Instruction : Read the question and number correctly.

SECTION – A

Answer **any five not more than three** lines.

(5×2=10)

1. a) What is due out ?
- b) What do you mean by on change ?
- c) Expand HIS.
- d) What is registration progress report ?
- e) Define Site Survey.
- f) What is Master Folio ?
- g) Expand C.R.S.
- h) What is reference code ?

SECTION – B

Answer **any three not exceeding two** pages.

(3×6=18)

2. What are the various steps in product demonstration ?
3. Write a note on Downtime Procedure ?
4. Explain the functions of management information system.
5. What are the functions of C.R.S ?
6. Write a note on Room and rate assignment.

SECTION – C

Answer **any three** of the following

(3×14=42)

7. What are the common software options in HIS ?
 8. Write a brief note on property level reservation system.
 9. Briefly explain the various reports generated by Room Management module.
 10. Explain the different types of folio's.
 11. Write a note on installation factor for implementing computer system in hotel.
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