| MHA-004 |

M.Sc. IN HOSPITALITY ADMINISTRATION (MHA)

Term-End Examination

MHA-004 : INFORMATION MANAGEMENT SYSTEMS AND HOSPITALITY

Time : 3 Hours]   *[Maximum : Marks : 100*

Note: Attempt any five questions. All questions carry equal marks.

1. Discuss the need and relevance of informations in the hospitality industry. Explain with the help of example.   20

2. Differentiate between LAN and WAN explain the characteristics of LAN and applicable to the hospitality industry.

3. Discuss the advantages and limitations of computerisation on the functioning of hotel industry.

4. What is meant by computer software? What are the various computer software pachages commonly used in the hospitality industry?   20

5. Write short notes on <u>any two</u> of the following:

2×10=20

(i) System Life Cycle

(ii) Perverse Software

(iii) Data

6. Write a detailed note on Management Information System (MIS) and its relevance for the hospitality industry. 20

7. Discuss the various legal issues and aspects associated with the use of computers in the hospitality industry. 20

8. What are the information needs for managers in the decision making process? Explain with the help of relevant examples. 20

9. What is hacking? What are methods and ways of protecting and securing information on your Personal Computers. 20

10. Write short notes on <u>any two</u> of the following:

2×10=20

(i) Classification of computers

(ii) Role of Internet in Hospitality Business

(iii) Modes of generating information for the hotel industry

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