V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment
Date: 04/10/2023

Batch and Term: 2021-2023, 7
Total Marks: 25
Time Duration: 2 Hours

Course Name: Management Information System
Course Code: IHOH110

Instructor: Mrs. Nisha Raj Nair

This paper contains 02 pages in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____   Class: _____

Marks Obtained: _____   Faculty Signature: _____   Invigilator Signature: _____

Main Answer Sheet	Number of Supplements	Total Number of Answer Sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.
- Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator. Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator.

Q. 1 Answer the following. (Any 5) (10 Marks)

1. What are Web Servers? Explain briefly how Web Servers help share information over the internet.

2. Explain briefly the different components of E-commerce.

3. 'MIS is defined as a system which provides information support for decision making in the organization.' Explain.

4. Discuss briefly any 2 advantages of using a Hotel Property Management System.

5. Explain with examples any 2 strategic benefits of information Technology in the Tourism industry.

6. Discuss briefly the benefits of connecting a hotel to a Global Distribution System

7. Explain briefly the types of hotel PMS.

8. What is a computer network? List the hardware needed to setup a network.

Q. 2. Answer the following in detail (Any 3) (15 Marks)

1. 'Delicious Treats' is a restaurant in the city which has be successfully operating for the past 5 years. They now want to upgrade themselves and renovate the equipment in the kitchen as well as the furniture in the restaurant. They want to sell these commodities and earn a good revenue which would help them generate funds for the planned upgradation.

   a. Identify the type of E-commerce here and explain it with the help of a well labelled diagram. Also list examples of websites of this type. (03 Marks)

   b. List any 2 advantages and 2 disadvantages of using an ecommerce website for business. (02 Marks)

2. 'The Diamond Group' owns a chain of hotels in Goa. These hotels are located around 10 -15 kms away from each other. For efficiency in managing the three hotels, the computers in the hotels are connected to each other.

   a. Identify and explain the type of network that would be suitable to connect these machines. Also explain the advantages and disadvantages of implementing this type of network. (03 Marks)

   b. Explain any 2 characteristics of a typical computer network. (02 Marks)

3. The back-office of a 5 star resort needs to handle immense amount of data generated every day regarding the room reservations and occupancy, the food and beverage invoices, outdoor catering, income expense etc. At the end of the financial year the clerks in every department of the hotel need to generate and consolidate various Lists Detail reports, Action reports, Summary reports. These reports will be then presented in the annual general meeting and further plans would be drawn.

   a. Identify and explain the type of Information System that the Hotel would be using for the same. Also explain the role of this system in the management of the property. (03 Marks)

   b. List and explain any 2 characteristics of a typical system. (02 Marks)

4. Mr. Kiran Kamat was excited when he received an email in the name of a very well-known Chocolate Company claiming that as a part of the New Year Celebrations, a lucky draw was taken where Mr. Kiran was the lucky winner who would be entitled for a 5 day holiday to a beautiful destination. In order to avail this prize, he was required to click on a link provided in the mail, which would redirect him to a website where he had to provide certain private information including his name, address, phone number, bank details, credit card numbers, social security number, etc. It was indeed a great news for Mr. Kiran who was desperately looking forward for a holiday. He unknowingly performed all steps as directed. But unfortunately this was a trap for Mr. Kiran where he got cheated and all money from his account was withdrawn one day.

   a. Identify and explain the type of Cyber Crime, Mr. Kiran fell prey to. Also explain the procedure in which the fraudsters operate in this kind of a crime. (03 Marks)

   b. What are the preventive measures one should adopt to stay safe from Cyber Crimes? (02 Marks)

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