



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

### B. Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 12/10/2022

Term: VII

Total Marks: 25

Time Duration: 2 Hours

Course Name: Management Information Systems

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.



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**Q. I Answer the following (Any 5)**

**(10 marks)**

1. Explain briefly the different components of E-commerce
2. Discuss briefly the major functions of management towards shaping the organization and its people to achieve its goal/s and mission.
3. What are some of the safety measures essential in the Hospitality Industry?
4. Explain briefly any 2 characteristics of a Computer Reservation System.
5. Discuss briefly the disadvantages of connecting a hotel to a Global Distribution System.
6. Explain briefly any 2 technology trends revolutionizing the hospitality industry.
7. Explain briefly with examples any 2 types of Cyber Crimes happening around the world.
8. Explain the telecommunication media – Internet. Discuss some pros and cons of it.

**Q. II. Answer the following in detail (Any 3)**

**(15 marks)**

1. 'Global Tour Agency' has 5 outlets in Panjim at a distance of less than 5 kms. If the administrative work of all these outlets need to be handled centrally, all the computers used should be connected to each other.

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.

2. 'ABC Entertainment' is a small event management company owned by Mr. Savio Menezes. It is a small unit with around 18 employees. The entire administrative system is computerized with all 10 machines connected to each other, to make work fast and efficient.

Identify and explain the topology used to connect the 10 machines in the company and also the transmission medium used.

Explain the advantages and disadvantages of using the particular transmission medium.



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3. 'Tasty Treats' is bakery unit operating in the city industrial estate. They are wholesalers who provide big hotels and restaurants with different kinds of breads, loaves, cookies, Cakes etc. on daily basis. The hotels need to place an order for the required eatables to the bakery a day prior, which would be delivered by 6a.m the next day.

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.

4. Mr. Mike Jonas runs a travel agency in the city. It was started around 5 years back, and now has grown to having branches in other cities as well. Also the number of employees working for the travel agency has increased considerably. Initially the entire salary generation process of these employees was done using a very basic spreadsheet software. But now with more employees and more benefits provided for them, Mr. Jonas will have to provide his HR department with a good information system for the task.

Identify and explain the type of Information System that is suitable for the above task. Also explain the role of this system in above travel agency.

---The End---