



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 10/10/2024

Batch and Term: 2022-2025 and 7

Total Marks: 25

Time Duration: 2 Hours

Course Name: Management Information Systems

Course Code: IH0H110

Instructors: 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.



Q.I. Answer the following (Any 5)

(10 Marks)

1. Define System. List any 2 characteristics of a system.
2. Explain with examples the importance of Information in the Tourism industry.
3. 'MIS is defined as a system which provides information support for decision making in the organization.' Explain.
4. Explain briefly, when should hotels choose to opt out of using a GDS?
5. What are Web Servers? Explain briefly how do Web Servers help share information over the internet.
6. Discuss any 4 advantages of E-commerce.
7. Explain briefly any 2 major impacts of Mobile Computing in the Travel and Tourism industry.
8. Discuss briefly any 2 advantages of using a Hotel Property Management System.

Q. II Answer the following (Any 3)

(15 Marks)

- Q.1. "Tech Solutions" has three branches located within a 3 km radius in the city of Bangalore. The company wants to ensure that the branches can communicate efficiently with each other, share resources, and centralize their data management.
- a. Identify and explain the type of network that would be most suitable to connect the computers at these three branches. Also, discuss the advantages and disadvantages of implementing this type of network. **(2.5 Marks)**
 - b. What is a guided transmission medium? Provide examples and explain how they differ from unguided transmission media. **(2.5 Marks)**
- Q.2. Ms. Priya Kumar received a text message that appeared to be from her bank, stating that there was a security issue with her account and asking her to click on a link to verify her information. The message urged her to act quickly to avoid any potential issues with her account. Believing the message to be legitimate, Ms. Priya clicked on the link and entered her account details on a fake website. Shortly after, she noticed unauthorized transactions on her bank account.



- a. Identify and explain the type of Cyber Crime that Ms. Priya fell victim to. Describe the process used by the perpetrators in this type of crime. **(03 Marks)**
- b. List and explain two preventive measures one should take to protect against this type of Cyber Crime. **(02 Marks)**

Q.3. 'Victoria' is patisserie operating in the city industrial estate. They are wholesalers who provide big hotels and restaurants with different kinds of cakes, pastries, breads, loaves, cookies 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.

- 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. **(02 Marks)**
- b. Explain briefly the characteristics of e-Tourism. **(03 Marks)**

Q.4. "Healthy Life" is a wellness center owned by Ms. Anita Mehta. It was established 4 years ago and has now expanded to several locations in different cities. With the increase in the number of clients and services offered, the administrative work, including scheduling, billing, and customer management, has become more complex. Initially, these tasks were managed using basic software, but with the expansion, Ms. Mehta realizes the need for a more comprehensive system to handle these tasks efficiently.

- a. Identify and explain the type of Information System that would be suitable for managing the administrative tasks at the wellness center. Also, describe the role this system would play in the operations of the wellness center. **(03 Marks)**
- b. Discuss briefly the characteristics of a typical information system and its importance in organizational management. **(02 Marks)**
