



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment

Date: 03/10/2025

Batch and Term: 2023 - 2026 and VII

Total Marks: 25

Time Duration: 2 Hours

Course Name: Management Information Systems

Course Code: IH0H110

Instructors: Mrs. Nisha Raj Nair

This paper contains 03 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. 1 Answer the following (Any 5)

(10 Marks)

1. Define System. Give atleast 2 examples of different types of system.
2. Explain briefly the concept of E-tourism. Give any 2 characteristics of it.
3. Explain briefly any 4 applications of Coaxial Cables.
4. What are the different modes of Ecommerce? Explain Any 4.
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. What are some of the positive impacts that Wireless computing can have in the tourism industry? (Any 4)
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. '**Gourmet Corner**' is a café that has been running successfully in the city for the past 4 years. The owners now want to renovate the café and upgrade their kitchen appliances. To generate funds for this purpose, they decide to sell their old furniture, utensils, and leftover stock online through a website.
 - 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. **(3 Marks)**
 - b. State any 2 benefits and 2 limitations of using an E-commerce platform for such sales. **(2 Marks)**
2. "**Coral Bay Resorts**" manages three resorts located 12–20 km apart along the coastline. To improve coordination between the resorts, the management plans to connect all their computers and share resources such as reservation data, billing systems, and inventory information.



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- a. Identify and explain the type of network suitable for connecting these computers. Also list the advantages and disadvantages of using this network. (3 Marks)
- b. What do you mean by network topology? Explain the types of topology with diagrams. Which topology is best suited here. (2 Marks)
3. The '**Sunrise Hotels**' manages several hotels across the city. The management wants to evaluate different options such as adjusting room rates, introducing seasonal packages, or offering discounts on events to see how each choice would affect occupancy, revenue, and customer satisfaction. They need a system that can analyze data, compare alternatives, and help them decide the best option.
- a. Identify and explain the type of Information System suitable for this scenario. Also explain its role in supporting decision-making in the hotel management. (3 Marks)
- b. List and explain any 2 characteristics of a typical system. (2 Marks)
4. Mr. Rohit Mehra received an email claiming to be from "**Global Chocolates Inc.**", a famous international chocolate brand. The email stated that he had won a luxury 5-day holiday as part of a promotional lucky draw. To claim the prize, he was asked to click a link and provide personal details such as his full name, address, phone number, bank account, and credit card information. Excited by the news, Mr. Rohit followed the instructions, only to discover later that all the money from his bank account had been stolen.
- a. Identify and explain the type of Cyber Crime Mr. Rohit fell victim to. Also explain the procedure typically used by fraudsters in this type of crime. (3 Marks)
- b. List and explain preventive measures to avoid falling prey to such Cyber Crimes. (2 Marks)

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