Q.P. Code :22134

[Time:02:30] [Marks:75]

Please check whether you have got the right question paper.

N.B: 1. All Questions are compulsory
2. All Questions carry equal Marks.
3. Figure to the right indicate Marks

Q.1 A Select an appropriate answer:- 5

1) Which of the following is considered as an operational threat to an organization's computer system?
    a) data entry errors
    b) fires
    c) power failure
    d) all of the above

2) Which of the following front office modules of a hotel property management system strengthens communication links between the front office and housekeeping departments?
    a) reservation module
    b) room management module
    c) guest accounting module
    d) general management module

3) Which of the following types of point-of-sale printers are designed to produce a continuous detailed record of all transactions entered anywhere in a POS system?
    a) guest check printers
    b) receipt printers
    c) workstation printers
    d) journal printers

4) Menu engineering software classifies menu items that are high in menu mix and high in contribution margin as:
    a) puzzles
    b) plowhorses
    c) stars
    d) dogs

5) Which of the following reports generated by an automated beverage control system would managers use to resolve discrepancies between total actual sales and total standard beverage income during a particular shift?
    a) settlement methods report
    b) outstanding guest checks report
    c) sales by beverage sever report
    d) sales by major beverage category report

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Q.1 B Match the Columns [5]

1. System Documentation	a) Site Preparation
2. Installation Factor	b) Kitchen Display Unit
3. POS Software	c) Yield Management
4. Revenue Management	d) Downtime Report
5. Workstation Unit	e) Labor Master File

Q.1 C Define the following:- [5]
1. System Backup
2. Room Status Discrepancy
3. Network Controller
4. Contribution Margin
5. Flowchart

Q.2 Answer Any Three of following:- [15]
1. State the functions of MIS.
2. What are components of DBMS?
3. What are three basic threats for information system?
4. What is RFP? Explain its 3 sections.
5. How is vendor proposal evaluated?
6. What is the purpose of establishing system requirements?

Q.3 Answer Any Three of following:- [15]
1. What are the functions of Room Management module?
2. What are different types of folios created by guest accounting system? Explain in brief?
3. Define the term i) Sleeper, ii) Skipper, iii) On-Change, iv) Lock-out, v) Due out
4. Explain types of terminal keys that are there in POS?
5. Explain term "Account Settlement" in POS.
6. Explain "Types of Dispensing units" in Automated Beverage Systems.

Q.4 Answer Any Three of following:- [15]
1. What sales report are generated by F & B management sales?
2. What are chaining recipes? Give any 1 example
3. Explain Menu Item File.
4. Explain Group Guestroom sales.
5. Explain Off-Premises Catering.
6. Explain Sales filing System.

Q.5 Answer Any Three of following:- [15]
1. Explain types of data in information system.
2. Explain the term System Conversion.
3. Explain Touchscreen Terminal.
4. Explain contactless payment.
5. Explain Revenue Management.

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