



NATIONAL OPEN UNIVERSITY OF NIGERIA

University Village, NnamdiAzikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja

Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,

PoP Examination Questions, 2021 Academic Session 12345

Course Title: HCM 432: HOSPITALITY INFORMATION SYSTEMS

Course Code: HCM 432

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: 2 Hrs

INSTRUCTION: Answer 3 Questions Only

1. a. Concisely discuss information system as it applies to hospitality and tourism business in Nigeria. 7 ½ marks
- b. Discuss at least five services rendered by the information system in the hospitality industry. 7½ marks
- c. Write short notes on: (i) Executive Information System (EIS) 4 marks
(ii) Transaction processing system (TPS) 4marks
- 2a. What is event management? 3 marks
- b. As a Hotelier, discuss: (i) Initial investigation to draw up the computer, and (ii) choosing the supplier as two major earlier steps in selecting the computer to install 5 marks
- c. When is the best time to plan for computer installation? 5 marks
- d. Who should be the most appropriate to install your computer? 5 marks
- e. What are the functions of Inventory Management Software ? 5 marks
- 3a. What is a hotel reservation system? 5 marks
- b. What information are usually stored in the central reservation system (CRS)? 6 marks
- c. What are the roles of CRS? 4 marks
- d. How would you prepare your (i) staff and (ii) property in attempt to create ‘social stay revolution’ in your business. (8 marks)
- 4a. Discuss the Smart Turn inventory control software suite (diagram not needed) 5 marks
- b. What are the benefits of the Smart Turn inventory control software suite? 5 marks
- c. Discuss any four information on facilities available within an Event Diary of a comprehensive management computer system 4 marks
- d. Briefly discuss the following main spheres of a typical Event Management Computer System: i. Enquiries, ii. Staff organization, iii. Function list, and iv. Quotation and sales forecasting 8 marks