



*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\_2 Academic Session*

**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.**

1. a. What is information technology? 9 marks

b. Concisely discuss the roles of information technology to the i). Government Officers, ii) Internet Users, iii) Airline Operators, iv) Property Managers, and v) Travel Agencies in Tourism. 15 marks

**Total = 24 marks**

2a. What is hospitality management system? 3marks

b. Discuss any ten (10) benefits of computerization in hospitality industry. 20 marks

**Total = 23 marks**

3a. What is event management? 3 marks

b. Discuss any four information on facilities available within an Event Diary of a comprehensive management computer system 10 marks

c. 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 10 marks

**Total 23 marks**

4a. What is inventory control? 5 marks

b. Mention the inventories that are of paramount concern to the manager. 3 marks

c. Give five reasons why we do inventory control 15 marks

**Total = 23 marks**