



**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, 2022 Academic Session*

**Course Title: HOSPITALITY INFORMATION SYSTEMS**

**Course Code: HCM432**

**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