



NATIONAL OPEN UNIVERSITY OF NIGERIA
University Village, Nnamdi Azikiwe Expressway, Plot 91, Cadastral Zone, Jabi, Abuja
Faculty of Agricultural Sciences, Dept. of Agricultural Economics and Extension,
PoP Examination Questions, September, 2020_1

Course Title: Hospitality Information Systems

Course Code: HCM 432

Credit Unit: 2 Units

Total Score: 70 Marks

Time Allowed: Hours

INSTRUCTION:

Answer compulsory question 1 (25 marks) and any other 3 questions (15 marks each).

INSTRUCTION: ANSWER QUESTION ONE (1) AND ANY OTHER THREE (3)

- Q1 a. What do you understand by the term Hospitality Information Systems (HIS)? 5 mks
- b. State five benefits of using computers in the hotel industry. 10 mks
- c. Write short notes on Management Information System (MIS) as one of the major components of information system. 5 mks
- d. An Expert System is a computer system that emulates the decision-making ability of a human expert. Discuss. 5 mks
- Q2 a. Explain five needs for information technology within the tourism sector of the Hospitality industry. 7 ½ mks
- b. Discuss five uses of the internet as a major information tool for tourists and catering firms 7 ½ mks
- Q3a Identify and explain two needs for group information system in the hospitality business. (5 mks)
- b. Explain five uses of informational business companies by global/international information systems (10 mks).
- Q4 a. Front office, which is often referred to as the Nerve Center of the hotel, requires a software package for day –to-day operations in the hotel. Discuss (10 mks)
- b. Describe how to use the front office software package (5 mks)

Q5 a. Identify and discuss on any six (6) benefits of computerization in the hospitality industry. (9 mks)

b. What is the benefit of having Management efficiency and control? (6 mks)

Q6 a. what are some of the most important consideration when choosing the time to install the computer system. (5mks)

b. What factors should be considered during the installation? (10 mks)

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