



VII Semester BHM Examination, March/April 2021
(CBCS – Freshers) (2018-19 and Onwards)
HOTEL MANAGEMENT

7.4 : Computers in Hospitality Services

Time : 3 Hours

Max. Marks : 70

Instruction : Read the questions *carefully* and write *neatly* with examples *wherever* required.

SECTION – A

Answer **any five**.

(5×2=10)

1. a) Expand ELS.
- b) Define Soft keys.
- c) What is Multitasking ?
- d) What is Credit card ?
- e) Expand HOBIC.
- f) Define Power Platform.
- g) What is Ingredient file ?

SECTION – B

Answer **any three**.

(3×6=18)

2. Write a note on Auxiliary guest services.
3. Write in detail about Electronic locking systems.
4. Explain briefly about the POS.
5. Write a note on Sales analysis.
6. Explain the various Recipe Management Files.

SECTION – C

Answer **any three**.

(3×14=42)

7. Explain Energy Management systems in brief along with features.
8. Explain Automated Beverage Systems.
9. Explain in detail about POS Postings and Account entries.
10. Explain in detail about Menu management.
11. Explain the features of call accounting system in detail.