Study Set

Which of the following is a part of restaurant management system?

I. Point-of-Sale Systems
II. Table Management Systems
III. Kitchen Display System
IV. Inventory Control System

a. I
b. I, II
c. I, II, III
d. I, II, III, IV

Which of the following is not a benefit of POS system?

a. Elimination of arithmetic errors
b. Improved guest check control
c. Increased average guest check
d. Increased late charges

d. Increased late charges

POS terminal may consist of all of the following parts except:

a. keyboard
b. touch screen
c. fax server
d. magnetic stripe reader
Kitchen Display System:

I. Highlights alert orders in yellow or red to indicate an order has exceeded expected prep time
II. Calculates nutrition analysis of menu items
III. Monitors time to prepare
IV. Allows user to define preparation times

a. I
b. I, II
c. I, III, IV
d. I, II, III, IV

Which of the following is a function of table management software?

I. table reservation processing
II. table wait list management
III. table assignments and server balancing
IV. processing accounts payable for restaurant guests

a. I
b. I, II
c. I, II, III
d. I, II, III, IV
e. I, III

POS can be interfaced to:

I. accounting system
II. inventory control system
III. food cost software package
Which of the following is not an example to a report obtained by inventory control system?

a. inventory extension report

**b. food waste report**

c. reorder quantity report

d. purchased order

There is no “one-size fits all” solution in POS.

a. True

b. False

RFP stands for Request for Purchase

a. True

**b. False**

Restaurants with frequent menu changes would find which of the following easier to manage:

a. mouse

b. flat keyboard

c. elevated keyboard

d. touch screen
The selection team for POS system will include

I. Servers

II. Restaurant Shift leader

III. Front office manager

IV. Chef & Purchasing officer

a. I

b. I, II

c. I, II, III, IV

d. I, II, III

Computerized time-clock system records time in and time out for employees

a. True

b. False

Menu engineering is a menu management application for evaluating decisions regarding current and future menu pricing, design and contents.

a. True

b. False

“Without a blueprint or plan for the future, picking technology is almost a shot in the dark”

a. True

b. False

Which of the following is a step in system selection?

a. Reviewing organizational needs

b. Evaluating current systems
c. Defining budget requirements
d. All of the above

17. Which of the following need “summarized information”?
a. Front-line employees
b. Lower management
c. Upper management
d. All of the above

Wendy, the Director of Sales at the Golden Resort, has just been appointed as the leader of a project team responsible for purchasing a new computer system for the resort. In preparing an agenda for the team’s first meeting, which of the following areas should Wendy propose as the team’s initial course of action?
a. Schedule product demonstrations by vendors who have sold information systems to resorts in the area.
b. Collect sales literature about resort-specific computer systems.
c. Analyze the current information needs of departments at the resort.
d. Develop a request for proposal to send to vendors of resort-specific computer systems.

One benefit of handheld POS terminals is that it increases employee morale because tipping increases 15 to 20 percent.
a. True
b. False

Which of the following is a cause of system failure?
I. Operator Error
II. Hardware Failure
III. Power Problems

a. I
b. I, II
c. I, II, III
d. I, III

HVAC equipment adjusts the temperature and humidity in a hotel room.

a. True
b. False

Hotels should have a redundancy system for:

a. PMS
b. POS
c. Both PMS and POS
d. None of the above

Redundancy system means that you keep three copies of all software so if the current copy fails, the others kick in.

a. True
b. False

Power problems for a hotel PMS server can be protected by a surge protector.

a. True
b. False

System overload happens because of:
a. Lower CPU speed
b. Inadequate RAM
c. Slow mechanical components- Round per minute (hard drives)
d. File Fragmentation
e. All of the above

Hotels should back up their systems:

a. Once a week
b. Once a month
c. Once a day
d. Once a year

As part of the system selection process, buyers can collect vendor information from:

a. Hospitality Technology shows
b. Hospitality Technology magazines
c. Hospitality magazines
d. Vendors
e. All of the above

Hardware must be selected before software.

a. True
b. False

POS stands for:

a. Point of Selection
b. Point of System

c. Point of Sale

d. Pointless Service

Which of the following reports generated by a point-of-sale system would help managers determine responsibility for unsettled guest checks?

a. closed checks report

b. labor master report

c. outstanding checks report

d. sales analysis report

Which of the following is not a function of POS?

a. Timekeeping for front of the house staff

b. Guest-check settlement

c. Transmission of orders to the kitchen

d. Keeping track of food preparation time

POS can have only one way interface to PMS

a. True

b. False

Which of the following is a feature of electronic key locking systems?

I. Unique keys

II. Audit trail capability

III. Key code expiration

IV. Automated dead-bolt with “Do Not Disturb”
Which of the following is a method of wake-up systems in hotels?

I. Manual wake-up system by hotel operator
II. Automated wake-up system by phone
III. Automated wake-up system by interactive TV
IV. Alarm clock in room

Self check-in kiosks must be interfaced to:

a. PMS
b. POS
c. CAS
d. All of the above

In-room entertainment systems can offer:

I. Wake-up call
II. Electronic room keys
III. On demand movies

IV. High speed internet

a. I, II
b. I, III
c. III, IV
d. I, IV

Automated minibars work in the order of:

a. guest check-in/ PMS unlocks minibar/guest take item from minibar/minibar charges to folio/guest settle the bill

b. guest reserves the room/PMS unlocks minibar/guest take item from minibar/minibar charges to folio

c. guest check-in/ PMS unlocks minibar/guest take item from minibar/minibar charges to folio/ guest settle the bill/ PMS locks the minibar

Automated minibars have a time limit before they post the cost of the item taken to the room folio. What is this time limit?

a. 10 seconds
b. 5 seconds
c. 60 seconds
d. determined by each hotel

Call accounting system has all the following functions except:

a. wake-up service
b. call rating
c. call routing
d. none of the above
Which of the following is an example to reports that can be obtained from call accounting system?

I. Calls by department  
II. Calls by extension  
III. Detailed activity by user

a. I  
b. I, II  
c. I, II, III  
d. I, III

Energy management system in a hotel room controls:

I. temperature  
II. humidity  
III. digital entertainment system  
IV. automated minibars

a. I  
b. I, II  
c. I, II, III  
d. III, IV

The main advantage of electronic guest room status system is that:

a. it keeps tracks of guest entrance to the room  
b. it adjusts the room temperature  
c. it adjusts the lights in the room  
d. it provides information to housekeeping personnel when to make hotel rooms up.
Guestroom control module has the following devices:

I. alarm clock
II. climate control
III. weather channel
IV. electronic locking system

a. I
b. I, II
c. I, II, III
d. I, II, III, IV

LANs share:

I. File
II. Database
III. Printer
IV. Mouse

a. I
b. I, II
c. I, II, III
d. I, II, III, IV

Which of the following is an example to network operating system?

I. Unix
II. Linux

III. Novell

V. Windows XP Pro

a. I.

b. I, II

c. I, II, III

d. I, II, III, IV

Arrangement of workstations in a shared medium environment is called:

a. hub

b. switch

c. server

d. topology

Which of the following is a feature(s) of VoIP?

I. VoIP is a telephone service

II. VoIP is cheaper than traditional phone system

III. VoIP carries human voice on Internet network

a. I

b. I, II

c. I, II, III

d. I, III
Which of the following room key is used in hotels extensively?

a. mechanic
b. hard wired

c. stand-alone system
d. none of the above

Automated minibars can generate the following reports:

a. Items consumed from all hotel rooms
b. Items consumed from a specific hotel room
c. Items consumed from a specific hotel floor
d. all of the above

What influences technology needs for hotels?

I. Department needs
II. The size of hotel doors
III. Service level and customer relationships
IV. Facility size and layout

a. I, II
b. I, III
c. I, III, IV
d. I, II, III, IV
Which of the following is a feature of reservation systems?

a. Selling group reservations
b. Displaying room availability and guest lists
c. Tracking advance deposits
d. All of the above

Which of the following is true about CRS?

a. Decentralize the reservation function
b. Centralizes marketing and sales efforts
c. All of the above
d. None of the above

Yield management rules can be established for:

a. overbooking
b. discount control
c. length of stay control
d. all of the above

Which of the following is the difference between a hub and a switch?

a. hub is a repeater
b. switch transfers data only to targeted computer (destination)
c. switch is cheaper
d. hub is more secure than switch

TRUE FALSE QUESTIONS

HTNG is a non-profit organization that aims to protect the rights of credit card holders.
Iris scan is a biometric method in electronic locking systems
   a. True
   b. False

Biometrics can not be used in hospitality industry
   a. True
   b. False

PBX manages telephone lines.
   a. True
   b. False

WAN stands for Wired Area Network
   a. True
   b. False

Wireless handhelds can be used to notify maintenance personnel and room attendants of tasks quickly.
   a. True
   b. False

Kitchen Display system can be used to measure the performance of chefs.
   a. True
b. False

Table Management System can page guests directly.

a. True

b. False

**ESSAY QUESTIONS**

Q1. What is GDS? Explain.

Worldwide computerized reservation network used as a single point of access for reserving airline seats, hotel rooms, rental cars, and other travel related items by travel agents, online reservation sites, and large corporations. The premier GDS are Amadeus, Galileo, Sabre, and Worldspan owned and operated as joint ventures by major airlines, car rental firms, and hotel groups.

Q2. Explain the following terms;

a. Social networking

   http://www.youtube.com/watch?v=6a_KF7TYKVC

b. LBS (location based services)

A location-based service (LBS) is an information and entertainment service, accessible with mobile devices through the mobile network and utilizing the ability to make use of the geographical position of the mobile device

c. PCI DSS

https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml

Q3. Name three important trends in hospitality technology and explain one of them in detail.

Q4. What types of IT do you think are required to successfully run the hotels?

Q5. What is CRM? How is CRM used to anticipate guests’ needs?

Q6. Imagine you have just been promoted to general manager for a new hotel chain in Orlando, FL. You need to have a PMS installed. Before your investor will give you the funds to install the new system, you must explain to your investor the functionality and benefits of the system. What would you report?