

FINAL
Alternative Assessment

(COVER PAGE)

Session : April 2021

Programme : Diploma in Culinary Arts (DCAN)
Diploma in Hotel Management (DHM/ DHMN)

Course : **DCA1102/DHM1115: Information Systems**

Date of Examination : 30 July 2021 (Friday)

Time : 8:00am – 11:00am Reading Time : Nil

Duration : 3 hours

Special Instructions :

This paper consists of **FOUR (4)** structured questions. Answer **ALL** questions in your own paper (hand written), take pictures, convert to pdf in ONE (1) file and upload to **BLACKBOARD**.

Materials permitted :
Nil

Materials provided :
Nil

Examiner (s) : **Ms. Nur Adilah Zulkipli, Mr. Tang Yang Tze**

Chief Moderator : Mr. Ryan Tee Ah Ann

This paper consists of 3 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHM/DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DCA1102/DHM1115: INFORMATION SYSTEMS
FINAL ALTERNATIVE ASSESSMENT: APRIL 2021 SESSION

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Question 1

(a) Explain **FOUR (4)** benefits of IT and give relevant example for each point in hospitality industry.

(16 marks)

(b) Explain any **THREE (3)** uses of IT in hospitality industry.

(9 marks)

[TOTAL: 25 MARKS]

Question 2

(a) Define the term “e-commerce”. Discuss and explain **FOUR (4)** advantages of e-commerce compare to traditional commerce in F&B industry.

(17 marks)

(b) Network topology shows how the computers are connected in a network. Describe the bus topology, ring topology and star topology.

(9 marks)

[TOTAL: 26 MARKS]

Question 3

(a) Differentiate between synchronous and asynchronous communications.

(6 marks)

(b) Explain **SIX (6)** challenges for a multinational F&B company and hotel businesses to implement an information system at the global scale.

(18 marks)

[TOTAL: 24 MARKS]

Question 4

(a) Distinguish between standalone OS and embedded OS. For each, give **THREE (3)** examples.
(10 marks)

(b) Discuss the uses of MIS, DSS and ESS to solve business problems and making business decisions.
(9 marks)

(c) Define unexpected errors in a computer system and give **FOUR (4)** examples.
(6 marks)

[TOTAL: 25 MARKS]

~THE END~