



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF TECHNOLOGY IN HOTEL & HOSPITALITY MANAGEMENT

**BHH 4208: HOTEL PROPERTY MANAGEMENT SYSTEMS**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

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**SECTION A (Compulsory)**

**QUESTION 1**

The Hospitality and Tourism Training Centre and guest House is contemplating the purchase of a new computer system “OPERA”. Describe the process. **(30 marks)**

**SECTION B (Answer any TWO questions)**

**QUESTION 2**

- a) Draw the jobs and task served by a Property Management Systems (PMS).
- b) Explain their functions and how they interface with the PMS. **(20 marks)**

### **QUESTION 3**

With the help of the front office computer application diagram (which you will draw); Discuss the most common front office software packages used to help front office employees perform their functions.

**(20 marks)**

### **QUESTION 4**

Draw the guest ledger system and use it to describe the hotel trade procedures.

**(20 marks)**

### **QUESTION 5**

Discuss the benefits and limitations of e-commerce.

**(20 marks)**