



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT  
(DHIM)

**BHC 2208: HOSPITALITY INFORMATION SYSTEM**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: FEBRUARY 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Two printed pages.*

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) Define the following:
- i) Information (2 marks)
  - ii) Data processing (2 marks)
  - iii) Management Information System (2 marks)
  - iv) System (2 marks)
  - v) E-commerce (2 marks)
- b) List and explain **FOUR** different types of hospitality management systems. (10 marks)
- c) Name the components of an information system. (10 marks)

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

Discuss the **IMPACT** of the internet as a marketing tool in the hospitality industry. (20 marks)

### QUESTION 3

List the spheres of the operation of event management computer system and discuss any **FIVE** of them. (20 marks)

### QUESTION 4

Explain the central reservation systems and itemize the information normally stored in them. (20 marks)

### QUESTION 5

List the components of hospitality industry technology and give a diagrammatic representation of those components. (20 marks)