



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)