



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM J14, S13)

BHC 2208: HOSPITALITY INFORMATION SYSTEMS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 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) Explain the advantages and disadvantages of using the PMS. **(10 marks)**
- b) Discuss the roles of MIS (Management Information Systems). **(10 marks)**
- c) Define the following;
- i) C.R.S
 - ii) Information system
 - iii) E-Hospitality
 - iv) Data processing
 - v) System. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

Explain some of the benefits of hospitality management software. **(20 marks)**

QUESTION 3

- a) Explain why organizations invest in information systems. **(10 marks)**
- b) Explain the qualities of a good information system. **(10 marks)**

QUESTION 4

Discuss how information systems are transforming the enterprise. **(20 marks)**

QUESTION 5

State and explain the components of management information systems. **(20 marks)**