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

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)**