



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIM S15)

BHC2208: HOTEL INFORMATION SYSTEMS

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date DECEMBER 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Define the following: (10 marks)
 - i) Information
 - ii) Management Information System
 - iii) System
 - iv) E-commerce
 - v) Hospitality Industry System

- b) Explain the Functions of a Reservations Module (10 marks)

- c) Explain the benefits of client server technology (10 marks)

SECTION B(Answer only TWO questions)

40 POINTS

QUESTION TWO

Discuss the components of Management Information System. (20 Marks)

QUESTION THREE

Discuss the 3 Phases in which a hotel system can be installed and give advantages for each installation phase.

(20 Marks)

QUESTION FOUR

Discuss the effectiveness of the internet as a marketing tool in the hospitality industry. (20 Marks)

QUESTION FIVE

Give a diagrammatic representation of Hotel Property Management Interfaces and Explain how each of them works with the PMS. (20 Marks)