



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)

BHC 2208: HOSPITALITY 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) Organization
 - iv) E-commerce
 - v) System
- b) Explain why Hotels invest in information systems. (10 Marks)
- c) Highlight **FIVE** advantages and disadvantages of using the property management system. (10 Marks)

SECTION B (Answer only TWO questions)

40 POINTS

QUESTION TWO

Discuss the functions of the front Office System and show diagrammatically. (20 Marks)

QUESTION THREE

Discuss the challenges faced in implementation, operation and maintenance of an information system.

(20 Marks)

QUESTION FOUR

Explain the Central Reservation Systems (**CRS**) and itemize the information normally stored in them. (20 Marks)

QUESTION FIVE

List and explain **FOUR** different types of hospitality management systems. (20 Marks)