



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY
MANAGEMENT (BTHM S15 & BTHM S16-PT)
BHH 4208: HOTEL PROPERTY MANAGEMENT SYSTEMS
SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: JUNE 2017

TIME: 2 HOURS

DATE: Pick Date Sep 2017

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

The Hospitality and Tourism Training Centre and Guest House is contemplating the purchase of a new computer system "OPERA". Describe the process **(30 Marks)**.

- a. Information technology plan
- b. A request for proposals
- c. Assessment for supplier`s proposals
- d. Selecting of a supplier
- e. Legal characteristics

SECTION B (Answer only TWO questions)

QUESTION TWO

Draw the jobs and tasks served by a Property Management Systems and explain their functions and how they interface with the PMS **(20 Marks)**

QUESTION THREE

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 functions **(20 Marks)**.

QUESTION FOUR

Draw the guest ledger system and use it to describe the hotel trade procedures **(20 Marks)**

QUESTION FIVE

Discuss the benefits and limitations of e-commerce **(20 Marks)**