



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAM M18)

HHC 2211 : HOTEL PROPERTY MANAGEMENT SYSTEMS

END OF SEMESTER EXAMINATION

SERIES : AUGUST 2019

TIME : 2 HOURS

DATE: Pick Date Aug 2019

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Define the following: (10 Marks)
- System
 - Night Audit
 - CRS
 - CRM
 - POS
- b) What are the benefits of a PMS for the hotel? (10 Marks)
- c) What primary function does a room management module perform? (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

Why is interfacing important in a property management system? What are some examples of interfacing?

(20 Marks)

QUESTION THREE

‘Computers can enhance customer service’. Discuss this statement.

(20 Marks)

QUESTION FOUR

What is network topology? Describe the three network topologies with appropriate diagrams.

(20 Marks)

QUESTION FIVE

State and explain the key features of a PMS.

(20 Marks)