



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)
- CRS
 - PMS
 - Ergonomics
 - POS
 - MIS
- b) Define E-Commerce and give reasons for its popularity (10 Marks)
- c) What are the various revenue generating departments of a hotel? (10 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

List and explain main steps that any property should undertake when selecting the right property management system

(20 Marks)

QUESTION THREE

- a) What is a reservation enquiry? What are the steps involved?
- b) How are reservation cancellations done?

(20 Marks)

QUESTION FOUR

List and explain the most common Front Office components of a property management system.

(20 Marks)

QUESTION FIVE

- a) Explain functions of the inventory management module
- b) What is a purchasing module? How is it linked with the inventory module?

(20 Marks)