



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT
(DHIM M13)

BHC 2208: HOTEL INFORMATION SYSTEMS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2014

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Define the following:
 - i) Information
 - ii) Management Information System
 - iii) Organisation
 - iv) E-commerce
 - v) Needs analysis**(10 marks)**

- b) Explain the advantages and disadvantages of using the property management system. **(10 marks)**

- c) Discuss what other areas in a hotel can be interfaced into the front office, explain their usage and benefits. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss the roles of a Management Information System. **(10 marks)**

- b) Explain the features of a reliable and effective control system. **(10 marks)**

QUESTION 3

- a) Discuss some of the security challenges that are encountered in management Information Systems. **(10 marks)**

- b) Discuss the impact of ethics in tourism and hospitality industry. **(10 marks)**

QUESTION 4

Explain with help of a diagram show how the processes of a property management system for a guest from reservation to check out. **(20 marks)**