



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 (BTHMS22)**

HHH 4307: HOTEL PROPERTY MANAGEMENT SYSTEM

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME:2HOURS

DATE:Pick Date**Apr2025**

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) Outline Five components of Restaurant Management Systems. **(10 Marks)**
- b) Briefly explain Five functions of a Front Office Module **(10 Marks)**
- c) Highlight Five areas where a Hotel can use POS **(5 Marks)**
- d) Identify Five Property Management Systems vendors/suppliers used by Hotels **(5 Marks)**

SECTION B (Answer only TWO questions)

QUESTION TWO (20 Marks)

- a) Explain Four key components of Events Management System **(8 Marks)**
- b) Outline Six benefits of computerization in a hotel establishment **(12 Marks)**

QUESTION THREE (20 Marks)

- a) Highlight Ten software features found in a PMS **(10 Marks)**
- b) Explain Five benefits of using Cloud-based solution as PMS **(10 Marks)**

QUESTION FOUR (20 Marks)

- a) Identify Ten features that a Reservations Module should include. **(10 Marks)**
- b) Explain how the following systems can be interfaced with a PMS **(10 Marks)**
 - (i) Point Of Sale Systems,
 - (ii) Telephone Accounting System
 - (iii) Electronic Locking Systems,
 - (iv) Energy Management Systems,
 - (v) Auxiliary Guest Service Devices

QUESTION FIVE (20 Marks)

- a) Briefly explain Four factors considered when choosing a vendor/supplier of a PMS **(8 Marks)**
- b) Briefly describe Six commonly used modules in PMS Front Office application. **(12 Marks)**