



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: PROPERTY MANAGEMENT SYSTEM

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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 Property Management System **(2 Marks)**
- b) Explain Four key benefits of using PMS in a hotel establishment **(8 Marks)**
- c) Explain Five ways in which Electronic Mails can assist organizations to automate their functions **(10 Marks)**
- d) Explain Five functions performed by Cashier Module **(10 Marks)**

SECTION B (Answer only TWO questions)

QUESTION TWO (20 Marks)

- a) Highlight Ten features of PMS Set up Module **(10 Marks)**
- b) Explain Five examples of Organizational Information Systems used by a hotel organization **(10 Marks)**

QUESTION THREE (20 Marks)

- a) Explain Five functions performed by a Rooms Management Module **(10 Marks)**
- b) Identify Ten features that a Night Audit Module should include. **(10 Marks)**

QUESTION FOUR (20 Marks)

- a) Explain Five Systems that can be interfaced with hotel's Property Management System. **(10 Marks)**
- b) Explain Five benefits of using POS in hotel revenue outlets **(10 Marks)**

QUESTION FIVE (20 Marks)

- a) Briefly explain Five basic function of PMS in handling Front Office and Housekeeping. **(10 Marks)**
- b) Highlighting Five areas applicable, explain how back-of-the-house restaurant systems can help improve Services in a Restaurant. **(10 marks)**