TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

BHC 2208: HOTEL INFORMATION AND RESERVATION SYSTEMS

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

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) Why is an information system in an organisation also viewed as a nervous system in the human body? **(2 marks)**

b) Define the term data. **(2 marks)**

c) In the academic field management information systems is commonly used to refer to? **(5 marks)**

d) Overtime the term "MIS" management information systems broadened to include other terms, list **FIVE** different terms that are now included. **(5 marks)**

e) List **FOUR** advantages of an MIS. **(6 marks)**
f) Define the term property. **(2 marks)**
g) What does the term service application refer to? **(2 marks)**
h) Service related applications software programs include? **(2 ½ marks)**
i) How is a multi processor or environment created? **(3 ½ marks)**

SECTION B (Answer any **TWO** questions) 40 Marks

QUESTION 2

Draw the jobs and tasks served by a (PMS) Property Management System. Describe the jobs and tasks in the diagram and explain their functions and how interface with a pms. **(20 marks)**

QUESTION 3

The Tudor hotel is now contemplating the purchase of a new computerized front office system. Discuss the preparation of: **(20 marks)**
a) Information technology plan
b) A request for proposal
c) Assessment for suppliers proposal
d) Selecting of a supplier
e) Installation
f) Legal characteristics

QUESTION 4

According to the article "Management Information System Explained" jointly source from Bentley college journal MIS and US Treasury MIS handbook. Discuss the question "what are management informations systems". **(20 marks)**

QUESTION 5

Draw the Guest Ledger System and use it to discuss the hotel trade procedures. **(20 marks)**