



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHC 2208 : HOSPITALITY INFORMATION SYTEMS

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2013

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section B.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

- a) Define the following
 - i) Management information systems (5marks)
 - ii) Property management systems. (5marks)
- b) Outline the characteristics of good information system. (10marks)
- c) Highlight the Three organizational levels and identify the types of information systems used in each of the levels. (10marks)

SECTION B (Answer any TWO questions)

QUESTION 2

Discuss the six basic functions of a hotel property management system.

(20 marks)

QUESTION 3

Using the case of Opera property management system:-

- i) Outline ten (10) basic fields which ought to be filled –in during the making of a new reservation
(10 marks)
- ii) Explain the stand-alone applications that may be interfaced with hotel property management Systems.
(10marks)

QUESTION 4

Discuss the application of information technology in all the stages of the guest cycle in the hotel industry.

(20 marks)

QUESTION 5

a) State the functions of the rooms management module in hotel property management system.

(10

marks)

b) Highlight the various applications of information technology in the food & beverage department in the hotel industry.

(10 marks)