



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

BHT 2208: HOSPITALITY INFORMATION SYSTEMS

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Answer All questions in section A and any other Two in section B

– ***This paper consists of Two printed pages.***

SECTION A

QUESTION 1

- a) With the aid of a diagram, highlight 3 organizational levels and identify the types of information systems used in each of the levels. **(10marks)**
- b) Outline five characteristics of good information. **(10marks)**
- c) Explain the components of hospitality industry technology. **(10marks)**

SECTION B

QUESTION 2

Highlight the impact of internet in the hospitality industry. **(20marks)**

QUESTION 3

Discuss how information technology is used in the food and beverage department in the hotel industry. **(20marks)**

QUESTION 4

Discuss the technology systems found in the hospitality industry. **(20marks)**

QUESTION 5

Explain the use of Opera Property Management system in relation to reservations, front desk, housekeeping and cashiering functions in the hotel industry. **(20marks)**