

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAM

THIRD YEAR EXAMINATION FOR THE AWARD OF BACHELOR
OF CATERING AND HOTEL MANAGEMENT

BCHM 342: HOTEL INFORMATION SYSTEMS

STREAMS: BCHM (Y3S2)

TIME: 2 HOURS

DAY/DATE: THURSDAY 13/9/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- Answer All questions in SECTION A and Any Two in SECTION B
- Do not write anything on the question paper

Section A (30 Marks)

- 1 Distinguish between a computer system and an information system. [5 Marks]
- 2 Briefly explain the applications of computer networking. [5 Marks]
- 3 Briefly explain the business value of information. [4 Marks]
- 4 Highlight the types of business information systems. [3 Marks]
- 5 Briefly describe a hotel property management system. [6 Marks]
- 6 Briefly explain any four interfaces to a hotel PMS. [4 Marks]
- 7 Differentiate between central reservation and global distribution systems. [3 Marks]

Section B (40 Marks)

- 8 Information systems can help hospitality organization achieve a competitive advantage. Discuss in favor of this statement. [20 Marks]
- 9 Having been appointed to oversee the development of a computerized information system for a new hotel. Discuss the typical steps to follow in accomplishing the task. [20 Marks]
- 10 As a manager of a first class restaurant, discuss the specifications you would provide to an IT specialist hired to develop a customized POS system. [20 Marks]