

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

BCHM 342: HOTEL INFORMATION SYSTEMS

STREAMS: BCHM Y3S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 12/04/2018

8.30 A.M. – 10.30 A.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. Explain the following terms as used in Hotel Information Systems.
 - (a) System (2 marks)
 - (b) Information System (2 marks)
2. Briefly discuss any THREE components of the Information System (IS). (6 marks)
3. Discuss SIX features necessary for a Hotel Sales and Marketing Sub-system. (6 marks)
4. Briefly discuss the THREE phases to an online hotel reservations. (6 marks)
5. (a) Briefly explain the FIVE C's of the internet world. (5 marks)
(b) Briefly explain how internet saves time and money. (3 marks)

SECTION B: Answer any TWO questions (40 marks)

6. Discuss the benefits and challenges related to installation and operation of Hotel Information System (HIS) (20 marks)
7. Explain how Hotel Information Systems can be used to enhance the following in a hotel

(i) Security (10 marks)

(ii) Inventory control and food costing (10 marks)

8. Discuss basic features that are considered important to a Hotel Accounting System.
(20 marks)
