CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF HOTEL MANAGEMENT

BCHM 361: HOTEL INFORMATION SYSTEMS

STREAMS: (BCHM) Y3S2   **TIME: 2 HOURS**

DAY/DATE: MONDAY 16/11/2020   **11.30 A.M. – 1.30 P.M.**

INSTRUCTIONS TO CANDIDATES:
- **Answer ALL Questions in section A and any TWO Questions in section B**
- **Do not write anything on the question paper**

SECTION A (30 MARKS)

1. Explain five reasons for the need of an information system in hotel operations.   (5 marks)

2. Briefly explain five necessary skills required to use an information system.   (5 marks)

3. Discuss five components of a beverage management system   (5 marks)

4. Explain five users of information in the front office module of hotel information system

(5 marks)

5. Briefly explain five roles of finance module of hotel information system   (5 marks)

6. Describe five considerations in the choice of a Point of Sale system for a hotel   (5 marks)

SECTION B (40 MARKS)

7.   (a)   Explain six physical components that are used to support an information system.

(12 marks)

(b)   Describe four factors to consider when installing an information system in the hotel.   (8 marks)

8.   (a)   Explain five reasons why hotels adopt the use of inventory management systems   (10 marks)

(b)   Discuss five roles of the internet in the hospitality industry   (10 marks)

9.   Discuss five specific components of information system infrastructure.   (20 marks)