

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF
BACHELOR OF HOTEL MANAGEMENT**

BCHM 361: HOTEL INFORMATION SYSTEMS

STREAMS: BCHM Y3S2

TIME: 2 HOURS

DAY/DATE: TUESDAY 14/04/2020

11.30 AM – 1.30 PM

INSTRUCTIONS:

- **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. Discuss the importance of the following in hotel operations and management. [5 marks]
 - (i) Information technology
 - (ii) Knowledge
 - (iii) Data
 - (iv) Network
 - (v) Artificial intelligence
2. Briefly explain five reasons why a hotel should adopt an information system. [5 marks]
3. Describe five considerations in the choice of Point of Sale System. [5 marks]
4. Discuss five components of a bar management system. [5 marks]
5. Highlight five types of information that is inherent in the central reservation system. [5 marks]

6. Briefly explain roles of front office systems. [5 marks]

SECTION B (40 MARKS)

7. (a) You have been tasked with the responsibility of procuring a hotel information system for your company. Explain six components of hotel property management system that you can incorporate in your proposal for the hotel information system.

[12 marks]

- (b) Describe four functions that the hotel property management system will serve in the hotel after installation. [8 marks]

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

marks]

- (b) Discuss five roles of the internet in the hospitality industry. [10 marks]

9. There are variety of information systems that can be adopted for use in the hospitality industry. These are dependent on the system infrastructure that technology offers. With this in view discuss the specific components to hospitality industry systems.

[20 marks]
