

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE OF MASTERS IN HOTEL
MANAGEMENT**

MIHM 891: HOTEL INFORMATION SYSTEMS MANAGEMENT

STREAMS: (MIHM) Y1S2

TIME:3 HOURS

DAY/DATE: THURSDAY 13/04/2023

2.30 P.M. –5.30 P.M.

INSTRUCTIONS

- Answer ALL Questions in SECTION A and ANY TWO Questions in SECTION B
- Do not write anything on the question paper

SECTION A: (20 MARKS)

1. Briefly explain five merits of using an information system in hospitality operations.(5 marks)
2. Briefly explain five types of information systems used in the hospitality industry (5 marks)
3. Explain six types of information stored in the Central Reservation Systems. (6 marks)
4. Describe four roles of enterprise planning systems in the hotel operations (4 marks)

SECTION B: (40 MARKS)

5. a) Discuss five ways in which information systems are used in food and beverage operations. (10 marks)
 - b) Explain the role of internet in the use of hospitality information systems (10 marks)
 6. Discuss how the accounting department uses information systems in the hotel operations (20 marks)
 7. a) Explain five uses of Global Distribution Systems in hotel operations. (10 marks)
 - b) Discuss how you would select an appropriate information technology infrastructure suitable for restaurant operations (10 marks)
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