



UNIVERSITY EXAMINATIONS

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

BCHM 361: HOTEL INFORMATION SYSTEM

STREAMS: (BCHM Y3S2)

TIME: 2 HOURS

DAY/DATE: FRIDAY 12 /4/2024

8.30 A.M. –10.30 A.M.

INSTRUCTIONS

- Check on the answer booklets for general examination instructions
- Answer all questions in section A
- Choose any two questions in section B
- Do not write anything on the question paper

SECTION A (30 MARKS)

1. Indicate various types of Management information systems that can be applied in various front office and backhouse operations. (6 marks)
2. Briefly explain various types of network connections applicable in hotel systems. (3 marks)
3. Differentiate the vertical integration software and horizontal integration software as applied in the context of business communication. (3 marks)
4. Compare and contrast database management system and warehouse management system. (6 marks)
5. Using a relevant illustration, describe the main components of a decision support systems. (6 marks)
6. Briefly explain 3 approaches of software development for hospitality business application. (6 marks)

SECTION B (40 MARKS)

7. Due to dynamic market and industrial changes, collaborative environment and economic changes, modern hotels are facing a challenge of organizing diverse types and amounts of big data to support their decision making processes. Apply your knowledge of database development process to design a logical database for an urban hotel based in Nairobi City.
 8. Robotics technology has been regarded as the future contributors to hotel business productivity. Combined with artificial intelligence smart hotels will be the most lucrative business by the year 2030.
 - a. Explain how intelligent agent systems have impacted on the efficiency of hotel operations in the modern age (10 marks)
 - b. Discuss the major management areas and concerns in this type of technology (10 marks)
 9. Design an accounting management system that can be used to evaluate hospitality business transactions (20 marks)
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