



**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

DEGREE SEMESTER ONE MAIN EXAMINATIONS

FOR THE DEGREE

IN

HOSPITALITY & INSTITUTIONAL MANAGEMENT

COURSE CODE: MHE 803

COURSE TITLE: Hospitality and Events Management in Information Technology

DATE: 14/12/2023

TIME: 8:00 AM – 10:00 AM 2 Hours

INSTRUCTIONS TO CANDIDATES

SECTION A - Compulsory

Answer Any Two questions in SECTION B

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



SECTION –A (Compulsory) (30 Marks)

- a) Describe the various factors hindering the adoption of ICT's in hospitality industry today [6mks]
- a) What is a network resource? , explain any THREE network resources on a given LAN use relevant examples [6mks]
- b) POS have been implemented in various hospitality facilities to enable better service delivery. By giving a sample system module describe the functions of that module to any SIX sections or departments in a given hotel setup [6mks]
- c) MMUST Hotel is in the process of automating its departments with new systems to face out the manual system. Distinguish between an automated system and a manual system use proper examples , compare and contrast the functionalities of the two systems in the departments above [6mks]
- d) Use of modern trending technologies such as IoT, AI and cloud computing have using examples describe the applications of this technologies in hospitality industry [6mks]

SECTION – B (30 Marks) Answer TWO Questions ONLY

- a) There are so many applications and technologies developed as a result of integrating the generic applications to suit the needs of an establishment and help it achieve its objectives. A good example of such is PMS – property management systems. [15mks]

Required

- i. Describe the term PMS? [2 marks]
 - ii. Explain the functions of PMS in a hospitality facility site relevant examples in a given sections of a facility [4 marks]
 - iii. Discuss the impact of PMS in hospitality industry [6 marks]
 - iv. Explain any THREE demerits of PMS [3 marks]
- b) GDS is also called automated reservation system (ARS) or computerized reservation system (CRS) is one of the trending systems being deployed to manage the gaps of few limited systems and serve a wider range of hospitality industry. [15mks].

Required

- i. Explain the term GDS, How does GDS work use a valid example like an airline firm? [4 mark]
 - ii. Discuss the applications of GDS in a given hospitality industry [7 marks]
 - iii. Outline the benefits of a seamless connectivity in GDS [4 marks]
- c) Front Office System or Front Office applications offers a flexible and features-rich environment that support the helpdesk in a facility. In a facility setup the FOS are the starting pint to client services. They have various modules with core functions in the facility. [15mks]

Required

- i. Explain the term Front Office applications , state TWO benefits of this applications to a hotel setup [3 marks]
- ii. Identify and discuss SIX modules of Front Office applications in a hotel setup [6 marks]
- iii. Describe TWO applications that can be done in each modules above [6 marks]