



**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: BHM 200

COURSE TITLE: Introduction to Computer Applications in Hospitality Management

DATE: 13/12/2023

TIME: 3:00 – 5:00 pm 2 Hours

INSTRUCTIONS TO CANDIDATES

SECTION A & B is Compulsory

Answer Any Two questions in SECTION C

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

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



SECTION –A (Compulsory) (10 Marks)

- 1) Which one of the following is TRUE about CRS [2 Marks]
- A. Can have access to the inventory of the room availability of each hotel in the chain
 - B. Can be able to delay the interface that allows for overbooking
 - C. Allows only the host hotel to access the system for confirmed reservations
 - D. All the above

- 2) The following are sales and catering functions for rooms in a hotel [2 Marks]
- A. Records function room size/capacity in different configurations
 - B. Displays images of each function room in typical configurations
 - C. Displays function room availability in graphic form
 - D. Creates and tracks room bookings
 - E. All the above

- 3) The following are systems used in a hotel industry , Motor vehicle application, Odel learning application, ABN student portal system [2 marks]
- A. TRUE
 - B. FALSE

- 4) _____ is an input device with a ball on its underside that is rolled on a flat surface, usually the desk on which the computer sits, sometimes a modern one is wireless , or uses USB technology and has no ball for mechanism purposes [2 Marks]

- A. Monitor
- B. Mouse
- C. Touch screen
- D. None of the above
- E. All the above

- 5) A HIS has been deployed to various departments in a hotel for the better service delivery. which department should be able to access and receive all reports [2 Marks]
- A. Finance
 - B. HR
 - C. ICT
 - D. All the above

SECTION – B(Compulsory) (30 Marks)

- a) Distinguish between the following terms as used in HIS [6mks]
- Hospitality and Tourism
 - Hospital information system and Reservation System
 - Data and information
- a) Explain THREE applications of input devices used in hospitality industry (6mks)
- b) Describe briefly THREE software applications which have aided the development and also of benefit to the hospitality industry [6mks]
- c) Outline THREE – one for each - operational , tactful and strategic benefits of adopting a HIS in a given Hotel facility [6mks]
- d) Wakulima Motel is in the process of adopting a new HIS to improve its operations, Explain any FIVE limitations that will affect the adoption of HIS at the Motel [6mks]

SECTION -C (30 Marks)[Choose 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. Today due to the advancements in modern technology the hospitality industry has now become a digital technology. [15mks]

Required

- i. Describe digital technology? [2 marks]
- ii. Discuss FIVE Trends in Hospitality industry in each case site a relevant example [10 marks]
- iii. Explain any THREE limitations of the above technologies [3 marks]

- b) PLACE GROUP MOTEL has implemented a Housekeeping system, the system module helps to effectively managing hotel activities and services. It provide a wide variety services by allowing maid staff to divide workloads and other services based on hotel policies and specific property needs. [15mks]

Required

- i. Outline the department where the system module is based suitable and give reason [1 mark]
- ii. State the key services to be offered by this module in above department [2 marks]
- iii. What services can you generate from the above system module [2 marks]
- iv. Discuss the functional activities that the system module is supposed to do [8 marks]
- v. Outline the benefits of using a house keeping module [2 marks]

- c) Computerised networks and electronic distribution systems (EDS) in tourism emerged in the early 1970s, through internal CRSs in the airline industry. They became central to the distribution mix and strategy of airlines. CRSs are widely regarded as the critical initiators of the electronic age, as they formulated a new travel marketing and distribution system. [15mks]

Required

- i. Explain how CRS system works? [2 marks]
- ii. Discuss the pros CRS to any hotel industry [5 marks]
- iii. Discuss the principle types of CRS used in the hospitality and tourism industry which has given the industry a face lift [8 marks]

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