



Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHM 310: HOTEL INFORMATION SYSTEMS

September- December 2019/2020 End Semester Exam

- Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Describe the term Property Management System (PMS) (2 Marks)
- b) Define the following terms as used in hotel reservation systems. (8 Marks)
 - i) Channel Manager
 - ii) Night Audit
 - iii) Keycard
 - iv) Check in
 - v) Guest Profile
- c) Caren intends to implement an Online Hotel Management System. Discuss the various components that consist of OHMS. (4 Marks)
- d) PMS systems are made to ease Hotel Operations. Describe the various operations one can automate in a property Management System. (8 Marks)
- e) Diana is an investor who has investment interest in Kenya, currently she has a hotel that is run traditionally and thus its operations are still struggling to much her competitors. For her to ensure maximum profits she would require a number of features. Describe the features she would need beyond traditional hotel operations. (4 Marks)
- f) Differentiate between a *folio Number* and an *invoice* (4 Marks)

QUESTION TWO

- a) PMS guest history is an important asset that a hotel reservation system maintains to help in running operations. Outline *four* uses of Guest history. (4 Marks)
- b) Outline the *five* objectives of a hotel reservation accounting system (5 Marks)
- c) Discuss the features that one would consider in Purchasing a Property Management system. (4 Marks)
- d) For some time now, property management systems have been evolving over time to more modernized ones. Outline some common PMS in use today as you may have learned (2 Marks)

QUESTION THREE

- a) Discuss the PMS guest cycle (5 Marks)

- b) In a Table, Differentiate between Guest and City Accounts (6 Marks)
- c) Online Hotel reservation systems have quite a number of features that boost their online presence. Describe the how the following features contribute to increased online presence.
 - i. Google Map integration (4 Marks)
 - ii. Mobile App

QUESTION FOUR

- a) Why would a guest prefer one hotel reservation to another by using the hotel reservation system commonly known as a booking engine? (5 Marks)
- b) Property Management systems are either Local or cloud based. Differentiate then give two advantages of a cloud-based PMS over a Local PMS. (6 Marks)
- c) On what Scenarios can denial of PMS reservation of Accommodation be done? (4 Marks)

QUESTION FIVE

- a) A PMS helps in retrieving some reports as follows. Describe what each report as all about
 - i. Occupancy report
 - ii. Special Arrival report
 - iii. Turn away report (3 Marks)
- b) Most online payments systems recommend that a secure Gateway is a requirement in most online business. Explain (2 Marks)
- c) What are third party systems with regard to a PMS. Give **two** examples. (2 Marks)
- d) Outline **four** objectives of a PMS night audit. (3 Marks)
- e) Discuss the role of internet in the hospitality industry. (5 Marks)

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