



# MASENO UNIVERSITY

## UNIVERSITY EXAMINATIONS 2012/2013

THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR  
THE DEGREE OF BACHELOR OF SCIENCE IN  
ECOTOURISM, HOTEL & INSTITUTION MANAGEMENT  
WITH INFORMATION TECHNOLOGY  
(CITY CAMPUS - EVENING)

**SEH 306: HOSPITALITY MANAGEMENT AND  
INFORMATION SYSTEM**

*Date: 26<sup>th</sup> July, 2013*

*Time: 5.30 – 7.30 p.m.*

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**SEH 306: HOSPITALITY MANAGEMENT INFORMATION SYSTEM**

**INSTRUCTIONS**

**ANSWER QUESTION ONE (1) AND ANY OTHER THREE (3) QUESTIONS IN THE ANSWER BOOKLET PROVIDED. (70 MARKS)**

1. Define the term “information systems”, and illustrate major advantages and disadvantages of information technology. (25 Marks)
2. State and explain Key Features of MICROS's Hotel Reservation System. (15 Marks)
3. (A) Describe the difference between global distribution system (GDS) and computer reservation system (CRS). (5 Marks)  
  
(B) Explain main benefits and problems of computer reservation system. (10 Marks)
4. List and discuss four major characteristics which make tourism and hospitality an information intensive industry. (15Marks)
5. Property management system (PMS) is the hub of information processing in a hotel, state and explain its major and specialized levels of functionality.(15 Marks)