



EXAMINATIONS FOR 2021/2022 ACADEMIC YEAR

EXAMINATIONS FOR B SC. IN COMPUTER SCIENCE

COURSE CODE: BHM 3105

COURSE TITLE: HOSPITALITY INFORMATION SYSTEMS AND E-COMMERCE

DATE: 5TH, APRIL, 2022

TIME: 8:30 am-10:30am

INSTRUCTIONS

- Answer Question ONE and any other TWO Questions from Section II
- Question 1 is compulsory.
- Time 2HRS.
- ***SWITCH OFF*** your mobile phone.

SECTION I-COMPULSORY [30 marks]

- A) Discuss the following information systems terminologies. (10 marks)
- Data versus information
 - Mobile device versus fiber optic cables.
 - Social engineering
 - Phishing
 - Business intelligence.
 - Virtual meetings.
- B) As an information technology savvy event organizer, discuss two technologies you would use while planning for an event. **[4 marks]**
- C) What does the terminology internet of things (IoT) mean to you as a hospitality industry professional? Give specific example cases in your profession. **[3 marks]**
- D) Discuss a restaurant management system. **[3marks]**
- E) What is the difference between a kitchen management system and a self-ordering system? **[4 marks]**
- F) The most common type of data can be referred to as unstructured data. by use of a modern example, explain what this means and how it can be managed. **(6 marks)**

SECTION II -CHOOSE ANY TWO QUESTIONS

Question Two (20 marks)

- (a) You have been appointed as a manager of a three-star hotel management which forms part of group of hotels. The board of directors have agreed to implement a new hotel management system to run their property. Identify at least five basic things you will insist to the implementing team to ensure that the property management system has to perform or you your team will reject the system. (10 marks)
- (b) A great feature of any new technology like the one implemented in (a) above is the graphical user interface (GUI). Discuss why, as a manager, you will insist to the implementing team on the GUI feature. (10 marks)

Question Three (20 marks)

- (a) Some of the greatest up coming technologies In the hospitality industry include the virtual reality and augmented reality. Give a clear description of each of these technologies .
(6 marks)
- (b) In what activities would you recommend the use of the VR nad AR within the hospitality industry? (8 marks)
- (c) Identify challenges you expect the hospitality industry to face in adopting the VR and AR technologies. (6 marks)

Question Four [10 marks]

- (a) A key reason why a hospitality-based organization would be motivated to invest in technology is to reduce costs and increase profits. Discuss five ways a restaurant menu management system would help your Restaurant to achieve this goal. (10 marks)
- (b) Discuss and explain the key strategies in the phase of the System Selection process. (5 marks)
- (c) For the strategies identified above, discuss how to define functional/system requirements and create organizational consensus. [5 marks]