

BHM 314



ALUPE UNIVERSITY

OFFICE OF THE DEPUTY VICE CHANCELLOR

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2022 /2023 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER REGULAR EXAMINATION

FOR THE DEGREE OF BACHELOR OF HOTEL AND HOSPITALITY MANAGEMENT

COURSE CODE: BHM 314

COURSE TITLE: COMPUTER APPLICATIONS IN THE HOSPITALITY INDUSTRY

DATE: 08/12/2022

TIME: 9.00AM-12.00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE THIS PAPER CONSISTS OF 4 PRINTED PAGES
- PLEASE TURN OVER

INSTRUCTIONS TO CANDIDATES

- Answer Question ONE and any other TWO questions.*
- Maps and diagrams should be used whenever they serve to illustrate the answer.*

iii. Do not write on the question paper.

QUESTION ONE

- a.) Define e-procurement (2marks)
- b.) Outline 4 benefits of e-procurement (8 Marks)
- c.) What is a purchasing system (2 Marks)
- d.) Describe FOUR ways a purchasing system help streamline a hospitality business (8 Marks)
- e.) Describe a Management Information System (5 Marks)
- f.) What are the Components of a POS system? (5 Marks)

Question Two

- a.) Explain what a payroll system does (6 Marks)
- b.) What is recipe costing and why is it so important? (6 Marks)
- c.) Describe 4 key interfaces for a property management system (PMS) (8 Marks)

Question Three

- a.) Outline 5 things a nutrition analysis software enables one to do (10 Marks)
- b.) Describe what an Information System is (3 Marks)
- c.) What is a call accounting System (3 Marks)
- d.) Describe two e-procurement tools (4marks)

Question Four

- a.) Describe Transaction processing system (TPS). (2 Marks)
- b.) Name FOUR examples of Transaction processing systems (4 Marks)
- c.) Outline the Importance of Payroll systems (8 Marks)
- d.) How does an employee scheduling software assist in employee management and which information can be viewed on the system? (6 Marks)

Question 5

- a.) Describe FIVE types of electronic security locks (10 marks)
- b.) What is an energy management system? (5 Marks)
- c.) Describe five hardware components of a Point of Sale (POS) system (5 Marks)