



**MURANG'A UNIVERSITY OF TECHNOLOGY**  
**SCHOOL OF HOSPITALITY TOURISM AND TRAVEL**  
**MANAGEMENT**

DEPARTMENT OF HOSPITALITY MANAGEMENT

ORDINARY UNIVERSITY EXAMINATION

2023/2024 ACADEMIC YEAR

**THIRD YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF**  
**SCIENCE IN HOSPITALITY MANAGEMENT**

HTU 308 – MANAGEMENT INFORMATION SYSTEM

DURATION: 2 HOURS

**INSTRUCTIONS TO CANDIDATES:**

1. Answer question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

**SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

**QUESTION ONE (30 MARKS)**

- a) Highlight the role of management information system in the tourism sector. (10 marks)
- b) List and explain any five management information systems used in tourism and hospitality sector. (5 marks)
- c) Highlight the components of information system. (5 marks)
- d) Describe the evolution of ICT /MIS in tourism and hospitality management. (10 marks)

**SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**QUESTION TWO (20 MARKS)**

- a) Discuss factors to consider when choosing an MIS for hospitality sector. (10 marks)
- b) Discuss the process of establishing a management information system for your organization. (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Explain the from – of – house food and beverage system. (5 marks)
- b) What are major areas of hotel security concern. (15 marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe the functions of inventory management software. (10 marks)
- b) Discuss some popular human resource benefits of mobile technology. (10 marks)