



MACHAKOS UNIVERSITY

University Examinations for 2018/2019

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR
BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

HTM110-1: COMPUTER APPLICATIONS

DATE: 26/9/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS:

Answer Question **ONE** and any other **TWO** Questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define each of the following terms as used in computer applications.
- Data;
 - Operating System;
 - Peripheral device. (3 marks)
- b) The use of information technology in the hospitality industry has grown tremendously. Explain the benefits it has introduced in the industry. (6 marks)
- c) Differentiate between LAN and WAN giving an example in each case. (3 marks)
- d) A five-star hotel at the coast has introduced the use of E-Commerce. Explain **three** challenges that the hotel may face. (6 marks)
- e) Explain **four** functions of an operating system. (4 marks)
- f) Describe **four** types of systems that may be used in the hospitality and tourism sector. (8 marks)

QUESTION TWO (20 MARKS)

- a) Describe the three components of the central processing unit. (6 marks)
- b) Explain each of the following terms as used in computer applications.
- Intranets;
 - Extranets;
 - Internet. (6 marks)
- c) i) Explain transmission media. (2 marks)
ii) Explain **three** major types of transmission media used in computer networks. (6 marks)

QUESTION THREE (20 MARKS)

- a) With the aid of a block diagram describe the components of a computer system. (10 marks)
- b) Mary, a manager at ABC hotel would like to acquire new software for the hotel. Explain **five** factors that she would consider. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe **two** ways of booting a computer. (4 marks)
- b) Describe the functions of a guest accounting module as used in hospitality. (4 marks)
- c) With the aid of a diagram describe the operation of a hub based network topology. (2 marks)
- d) Discuss **five** technological and **five** non-technological limitations of E-Commerce. (10 marks)

QUESTION FIVE (20 MARKS)

- a)
 - i) What is the open system interconnection model. (1 mark)
 - ii) What does each of its layers represent. (7 marks)
- b) Describe **four** features of a good hotel website. (8 marks)
- c) Wazuri hotel has implemented a system for its operations. Outline **four** measures the hotel could put in place to secure its data. (4 marks)