MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2014/2015 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING

First Year Second Semester Examination for Bachelor of Science Hospitality and Tourism

**BHT 109   INTRODUCTION TO COMPUTER APPLICATIONS IN THE
                HOSPITALITY AND TOURISM**

Date: April 2015   **Time: 8:30 – 10:30 AM**

Instructions: Answer **question ONE and any other TWO questions.**

Question One (30 Marks)

a) Define each of the following terms as used in computer applications.
    i.   Data;
    ii.   Operating System;
    iii. 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 **two** 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) List **six** common characteristics shared by Local Area networks.   (6 marks)

b) Explain each of the following terms as used in computer applications.
   i)   Intranets;
   ii)   Extranets;
   iii)   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) List the basic types of primary computer memory and state the distinguishing characteristic of each.   (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 **three** smart networks devices.   (3 marks)

b) Describe the functions of a guest accounting module as used in hospitality.   (3 marks)

c) With the aid of diagrams describe the technology used and how devices communicate across wide area networks and local area networks.   (6 marks)

d) i) Name **four** utility programs found in system software.   (4 marks)
   ii) For each of the utilities named in (i) state its functions.   (4 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. What measures can be taken to secure data and information.
                                                                                 (4 marks)