



MACHAKOS UNIVERSITY

University Examinations for 2016/2017

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SECOND SEMESTER EXAMINATION FOR BACHELOR OF SCIENCE HOSPITALITY AND TOURISM

BHT 109: COMPUTER APPLICATIONS IN HOSPITALITY AND TOURISM

DATE: 6/6/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Questions ONE and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the following terms (4 marks)
 - i) Computer
 - ii) Information
 - iii) Peripheral device
 - iv) Networking
- b) With the aid of a diagram, discuss the basic organization of a computer system. (8 marks)
- c) Within the hospitality business and the organization world, word processors are extremely useful tools. Discuss any four of its uses. (4 marks)
- d) Briefly discuss five impacts of PMS in Hospitality industry. (5 marks)
- e) Differentiate between LAN and WAN giving an example in each case. (3 marks)
- f) A five star hotel at the coast has introduced the use of E-Commerce. Explain **three** challenges that the hotel may face. (6 marks)

QUESTION TWO (20 MARKS)

- a)
 - i) List five input devices. (5 marks)
 - ii) Explain the application areas of the input devices listed in question 2) a) i) in the hospitality and tourism industry. (5 marks)
- b) Describe how technology is applied in the following functional areas of tourism and hospitality.
 - i) Security and safety (5 marks)
 - ii) Management of Rooms (5 marks)

QUESTION THREE (20 MARKS)

- a) Differentiate between softcopy output and hardcopy output giving examples. (4 marks)
- b) Describe **four** features of a good hotel website. (8 marks)
- c)
 - i) Differentiate between a logical topology and a physical topology. (2 marks)
 - ii) Describe with the aid of diagrams the functioning of three types of network topologies. (6 marks)

QUESTION FOUR (20 MARKS)

- a) Describe four application areas that spreadsheets can be applied in the tourism sector. (4 marks)
- b) Explain each of the following terms as used in computer applications. (3 marks)
 - i) Intranets;
 - ii) Extranets;
 - iii) Internet.
- c)
 - i) Explain transmission media. (2 marks)
 - ii) Explain **three** major types of transmission media used in computer networks. (6 marks)
- d) Mary, a manager at ABC hotel would like to acquire new software for the hotel. Explain **five** factors that she would consider. (5 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss briefly how desk top publishing has found use in the hospitality and tourism industry. (10 marks)
- b) Describe functions of **five** types of systems that may be used in the hospitality and tourism sector. (10 marks)