



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)

University Examinations 2013/2014

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SECOND SEMESTER CRAFT CERTIFICATE IN HOSPITALITY

MANAGEMENT

INFORMATION COMMUNICATION TECHNOLOGY

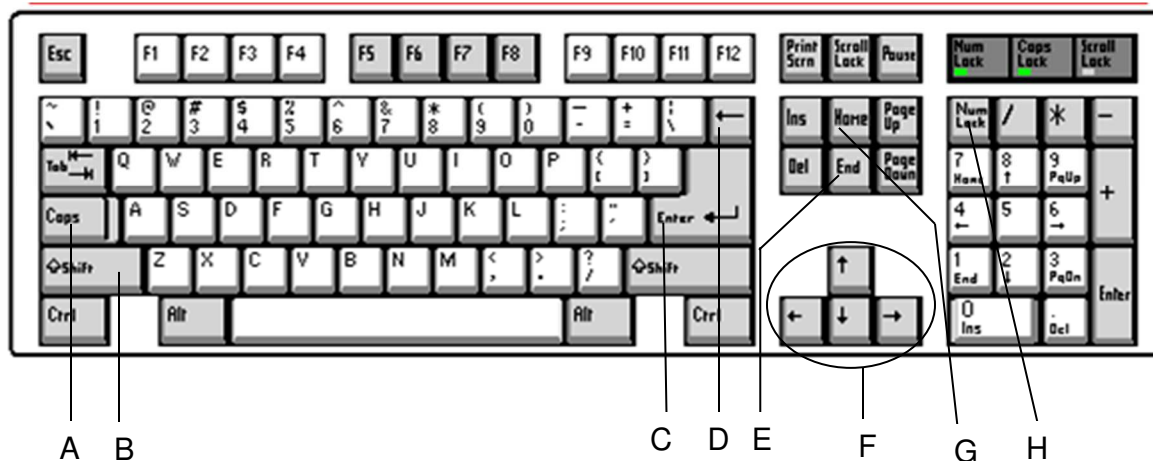
Date: 8/12/2014

Time: 8:00 – 10:00 AM

INSTRUCTIONS

Answer Question 1 and any other two questions

1. (a) Explain the use of the following keys labelled **A to H** on the picture of the computer keyboard below:



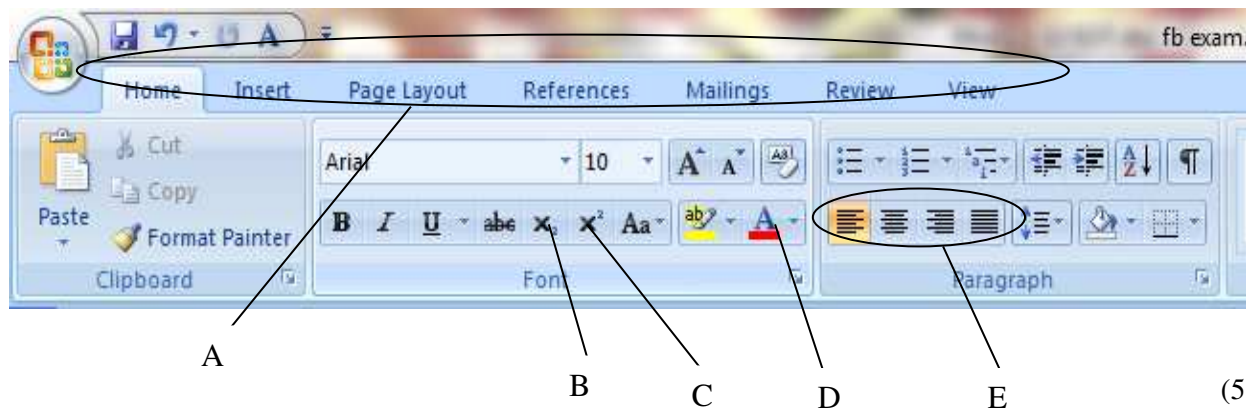
(8 marks)

- b) Name any **four** secondary storage media used on personal computers. (4 marks)
- c) Explain any **five** impacts of the introduction of computers to the modern society (5 marks)
- d) Differentiate between *save* and *save-as*. (3 marks)
- e) Highlight the function of the following shortcut keys as used in Microsoft word (4 marks)
- i. Ctrl + I
 - ii. Ctrl+B
 - iii. Ctrl+z
 - iv. Ctrl+c
- f) Explain the process of inserting **two** columns in a document (4 marks)
- g) Explain the meaning of the term *network* (2 marks)

- 2 a) Explain any **five** factors that one should consider when buying computer hardware. (5 marks)
- b) Explain the following functionalities of a mouse
- Right click
 - Double clicking
 - Drag and drop
- (3 marks)
- c) Explain the process of creating a *folder* on the desktop. (3 marks)
- d) Explain any **four** *functions* of operating system. (4 marks)
- e) Outline any **five** uses of computers in an organisation (5 marks)

- 3 a) Explain the process of *mail merging* a letter in Ms word (10 marks)
- b) Explain the meaning of the following terms as used in *computer security*
- Electronic Eavesdropping
 - Viruses
 - Fire extinguishers
 - Hacking
- (4 marks)
- d) State the differences between a *footer and header* (4 marks)
- c) Explain the meaning of the term *drop cap*. (2 marks)

- 4 a) Explain the different types of *operating systems*. (6 marks)
- b) Explain the use of the following part of an MS Word window



- c) List any **two** examples of a word processing programs (2 marks)
- d) Explain the purpose of the following features of MS Word
- Tabs
 - Bullets and numbers
 - Find
 - Replace
- (4 marks)

- e) Explain the process of changing the desktop background in a computer (3 marks)
- 5 a) Explain the *differences* between the following terms
- i. Data and information
 - ii. Window and windows
 - iii. Copy and Cut
 - iv. RAM and ROM (8 marks)
- b) List any **four** examples of *input devices* (4 marks)
- c) List any **four** factors one should consider when buying computer software (4 marks)
- d) List the **four** classifications of computers (4 marks)