CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

CHUKA / EMBU

FIRST YEAR EXAMINATION FOR THE AWARD OF
DIPLOMA IN TOURISM AND HOTEL MANAGEMENT

DTHM 0161: COMPUTER APPLICATIONS IN HOSPITALITY

STREAMS: DTHM Y1S2

TIME: 2 HOURS

DAY/DATE: TUESDAY   6 /07/ 2021   **11.30 AM – 1.30 PM**

INSTRUCTIONS:
- Answer All questions in Section A (Compulsory) and any other TWO in Section B.
- Do not write anything on the question paper

SECTION A (30 MARKS)

1.   Briefly explain five reasons for the need of computers in hotel operations. [5 Marks]

2.   Elaborate on five security measures that computer users need to put in place when

       working with computers.   [5 Marks]

3.   Explain five characteristics of computers as used in the tourism industry.   [5 Marks]

4.   Describe five types of computers as used in the tourism industry based on their sizes.
                                                                                          [5 Marks]

5.   Highlight five demerits of using computers in hospitality operations.   [5 Marks]

6.   Define the following terms as used with technology.   [5 Marks]
       a)   Data
       b)   Server
       c)   Peripheral
       d)   Application software
       e)   Operation system

SECTION B (40 MARKS)

7.   a)   With the aid of an illustration, describe how the computer system works.

[10 Marks]

b)   Explain five uses of computers in food and beverage operations.   [10 Marks]

8.   a)   With the aid of diagrams explain five different topologies used with computer networks.   [10 Marks]

b)   Discuss five functions of computer operating system.   [10 Marks]

9.   a)   Explain five uses of Internet in the tourism industry.   [10 Marks]

b)   Identify and explain five office application programs used with computers in tourism industry.   [10 Marks]

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