

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR THE AWARD OF
BACHELOR OF TOURISM**

BCHM 161: HOSPITALITY BUSINESS COMPUTING

STREAMS: BSc. TOURISM

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 4/12/2019

11.30 A.M – 1.30 P.M

INSTRUCTIONS:

- Answer Question **ONE** and any other **TWO** questions.
- Diagrams should be used whenever they are relevant to support an answer.
- Sketch maps and diagrams may be used whenever they help to illustrate your answer
- Do not write anything on the question paper
- This is a **closed book exam**, No reference materials are allowed in the examination room
- There will be **No** use of mobile phones or any other unauthorized materials
- Write your answers legibly and use your time wisely

SECTION A

ANSWER ALL THE QUESTIONS IN THIS SECTION

QUESTION ONE [30 MARKS]

a) List and describe any four features of GUI based Operating Systems [4 Marks]

b) Differentiate between:

i. Save and Save As [2 Marks]

ii. Cut and Delete [2 Marks]

- c) Describe any two advantages of wifi over wired networks [2 Marks]
- d) Describe any two disadvantages of wifi over wired networks [2 Marks]
- e) Differentiate between a Computer Worm, Virus and Trojan [3 Marks]
- f) List and explain any four factors to consider when using removable storage devices in computers [4 Marks]
- g) Identify the components of a CPU and describe them [6 Marks]
- h) Highlight any five features of a 5th Generation Computer [5 Marks]

SECTION B

ANSWER ANY TWO QUESTIONS FROM THIS SECTION

QUESTION TWO [20 MARKS]

- a) You are heading a department within your organization. New employees have joined the department and you are considering purchasing them computers, either as desktop versions or laptop versions.
 - i. Highlight and explain any five factors to consider when choosing the computers to purchase for the employees [5 Marks]
 - ii. Describe any five disadvantages of choosing laptop computers over desktop computers [5 Marks]
 - iii. Describe any five disadvantages of choosing desktop computers over laptop computers [5 Marks]
- b) Differentiate through pictures Landscape and Portrait layouts used in word processing software. Explain advantage of each over the other [5 Marks]

QUESTION THREE [20 MARKS]

- a) The widespread use of computers and the internet has brought changes to tourism management. Among those affected are the way businesses are done. eBusiness and eCommerce are both formats of businesses brought about by computers and the internet.
- i. Differentiate between eCommerce and eBusiness [2 Marks]
 - ii. Identify and explain any five eCommerce models giving appropriate examples from tourism industry. [10 Marks]
- b) You are presenting a report before the board of management where you work. Explain why you need the following while preparing the Microsoft PowerPoint presentation
- i. Slide Transitions [2 Marks]
 - ii. Slide Sorter [2 Marks]
 - iii. Slide Master [2 Marks]
 - iv. Speaker Notes [2 Marks]

QUESTION FOUR [20 MARKS]

- a) A flash disk is sized 4GB. Determine how many 25 bits sized full files can fit in the flash disk. [5 Marks]
- b) Explain the uses of the following keys in a computer keyboard
- i. Escape key [2 Marks]
 - ii. Shift Key [2 Marks]
 - iii. Control Key [2 Marks]
 - iv. Tab Key [2 Marks]
- c) Diagrammatically present the block structure of a computer system and describe each component [7 Marks]

QUESTION FIVE [20 MARKS]

The following table has been created using Microsoft Access.

Reg Number	Student Name	Marks
DB10/1234/18	Susan Ambani	89
DB10/4523/18	Daniel Cheron	65
DB10/8734/18	Francis Kibaya	55
DB10/6729/18	Fridah Omolo	46
DB10/2853/18	Emma Katana	32

- a) Explain what technical term is used to define the Reg_Number, Student_Name and Marks [2 Marks]

 - b) Reg_Number is considered to be a primary key of the table
 - i. Define a primary key [2 Marks]
 - ii. Explain any two requirements of a primary key at all times [4 Marks]
 - iii. Explain how you can apply and how to remove a primary key in a Microsoft Access table [2 Marks]

 - c) Write query criteria statements for the following:
 - i.i. All students with DB9 registration numbers [2 Marks]
 - i.ii. All students whose Student_Name starts with F [2 Marks]
 - i.iii. All students whose Student_Name ends with o [2 Marks]
 - i.iv. All students whose marks are more than 40 [2 Marks]
 - i.v. The student whose Student_Name is Emma Katana [2 Marks]
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