

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
ARTS IN CATERING**

**BCHM 161: HOSPITALITY IN BUSINESS COMPUTING**

**STREAMS:Y1S1**

**TIME: 2 HOURS**

**DAY/DATE:TUESDAY 5/12/2017**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS:**

- **Answer question one and any other two questions**
- **Sketch maps and diagrams may be used wherever they help to illustrate your answer.**
- **Do not write anything on the question paper**
- **This is a closed 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**

**QUESTION ONE (20MARKS)**

(a) Explain the following terms: [5marks]

(i) Information technology

(ii) LAN

(iii) Super Computer

(iv) Computerized reservation system

(v) System soft ware

(b) Describe briefly the difference between word processing software and spreadsheet software. [3marks]

- (c) Explain how to perform the following tasks in Microsoft document.
- (i) Bold text [2marks]
- (ii) Insert header on a document. [2marks]
- (d) Write both Microsoft excel formula and function that are going to perform the following tasks:
- (i) Get the average of cell C3,C4,C5,and C6. [2marks]
- (ii) Get the sum of cells C3,B3,D3,E3 and G3 [2marks]
- (e) Explain any two factors do you consider while selecting central reservation system. [4marks]
- (f) Discuss the impact of ICT on hotels industry. [4marks]
- (g) List three advantages of using a graphical user interface. [3marks]
- (h) Briefly, discuss what is internet ? Explain two roles of the internet in enhancing business performance in hotel industry. [3marks]

**QUESTION TWO (20MARKS)**

- (a) What is operating system software? Discuss clearly the functions of operating systems software. [8marks]
- (b) What is a windows desktop? Discuss key features contained in a windows desktop. [8marks]
- (c) Explain four requirements for connecting to the internet. [4marks]

**QUESTION THREE (20MARKS)**

- (a) Acquiring any software need critical review and planning since the cost of IT investment is very high to the organization. Briefly describe four of the factors you would consider when planning to acquire a software. [8marks]
- (b) Using a suitable diagram, discuss the components of hospitality industry systems. [6marks]

**QUESTION FOUR (20MARKS)**

(a) Explain the security concerns brought about by information technology to individuals, organizations and society. [6marks]

(b) What is a virus? Explain measures that one should take to control the spread of viruses and protective measures to take to prevent one from being attacked by them. [5marks]

(c) Explain how you carry out the following transactions in spreadsheet.

(i) Insert blank cell. [3marks]

(ii) Insert row. [3marks]

(iii) Insert column [3marks]

**QUESTION FIVE (20MARKS)**

(a) Using a suitable diagram, discuss the impact of ICT on tourist supply chain. [6marks]

(b) Computers have evolved through many generations over the years. State and explain the five generations the computers have evolved through. [5marks]

(c) Explain the main units of the central processing unit (CPU) giving their functions. [6marks]

(d) Differentiate between RAM and ROM. [3marks]

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