CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF HOTEL MANAGEMENT

BCHM 161: HOSPITALITY BUSINESS COMPUTING

STREAMS: BCHM YISI   **TIME: 2 HOURS**

DAY/DATE: THURSDAY 17/12/2020   **11.30 AM – 1.30 PM**

INSTRUCTIONS:

- **Answer ALL Questions in Section A and any Two Questions in Section B**
- **Do not write anything on the question paper**

SECTION A (30 MARKS)

1.   Differentiate the following terms as used with computers.   [6 marks]

>   (i)   Data and information
>   (ii)   Software and hardware
>   (iii)   LAN and WAN

2.   Describe five benefits that tourism and hospitality organizations derive from using computers in their operations.   [5 marks]

3.   Identify and explain three components of the central processing unit.   [6 marks]

4.   Describe two ways of booting a computer.   [4 marks]

5.   Explain five considerations that inform the choice of computers to be purchased for an organization in the tourism and hospitality industry.   [5 marks]

6.   Outline any four demerits of using computers in tourism and hospitality operation.   [4 marks]

SECTION B (40 MARKS)

7.   (a)   With the aid of a diagram, explain how computer components relate to each other within the computer system.   [10 marks]

   (b)   Explain five physical computer threats and the means to prevent them.
                                                                          [10 marks]

8.   Discuss the impacts of computer technology in the hospitality industry.   [20 marks]

9.   (a)   Explain five modules used in the front office computer applications in the hotel.
                                                                          [10 marks]

   (b)   Using appropriate diagrams, describe five types of computer network topologies.
                                                                          [10 marks]