

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF HOTEL
MANAGEMENT AND BACHELOR OF TOURISM MANAGEMENT**

BCHM 161: HOSPITALITY BUSINESS COMPUTING

STREAMS: BCHM/BTOM Y1S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 19/12/2024

2.30 P.M – 4.30 P.M

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 (6marks)
 - i. Database and information
 - ii. Hardware and Software
 - iii. LAN and WAN
2. Describe five merits of using computers in hospitality operations. (5marks)
3. Identify and explain three roles of computers in a tourism organization. (6marks)
4. Describe **four types of keys on a computer keyboard.** (4marks)
5. Explain five factors to consider when purchasing a software for a hotel. (5marks)
6. Outline any four disadvantages of using computers hospitality operations. (4marks)

SECTION B (40 MARKS)

- 7 a) With use of an illustration, explain how computer system components relate to each other. (12marks)
b) Explain four measures that may be used to protect computers in the hotel.(8marks)
8. a) With the aid of illustrations, describe five types of network topologies. (10marks)

b) Explain five output devices and their role in use of computers. (10marks)

9. Across the world, technology has become the cornerstone of almost all the tasks. With this in view, discuss the impacts of computer technology in the tourism industry. (20marks)
