



**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**2021/2022 ACADEMIC YEAR**

**DEGREE SEMESTER TWO EXAMINATIONS**

**FOR THE DEGREE**

**IN**

**HOSPITALITY & INSTITUTIONAL MANAGEMENT**

**COURSE CODE: BHM 105**

**COURSE TITLE: Introduction to Computer Applications**

**DATE: 27<sup>th</sup> April, 2022**

**TIME: 3:00-5:00 PM Hours**

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**INSTRUCTIONS TO CANDIDATES**

**Question one is Compulsory  
Answer Any Two (3) questions**

**TIME: 2 Hours**

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



**Question One (Compulsory) [30 mks]**

- a) A computer is an electronic device that performs various tasks , Outline the three tasks [ 3mks]
- b) Explain two examples of storage devices [4mks]
- c) Differentiate between the following terms s used in computing [4mks]
  - ROM and RAM
  - MICR and OCR
- d) Using a suitable software application , Explain how to design a simple menu [4mks]
- e) Describe the First Generation of computer in terms of technology and size, speed and performance, storage and type [4mks]
- f) State THREE advantages of having removable storage devices to a hotel manager [3mks]
- g) Distinguish between mini computers and super computers as classified by size [4mks]
- h) Outline FOUR benefits of having a corporate electronic mail to a hospital facility [4mks]

**Question Two (20 Marks)**

- a) WAKULIMA HOTEL has improved its operations under new management by upgrading and Computerising all of its operations .Discuss FIVE areas that you think were computerised , give reasons for each [10mks]
- b) Describe FIVE benefits of automating a Hotel facility [10mks]

**Question Three (20 Marks)**

- a) You are the General Manager Nyamu Beach groups of hotels, majority of your clients are tourists both local and global, the clients had booked for a workshop at several of the Branch hotels just before the COVID -19 guidelines by MOH and WHO protocols, the workshops have to go on as scheduled once you conform with the MOH guidelines. Discuss in detail the ICT technologies you will use to conveniently communicate to the clients and staff , reschedule the workshop , conduct the workshop , conduct a staff meeting without inconveniencing all the groups [12mks]
- b) Explain FOUR challenges you will face in managing the above case (a) above [8mks]

**Question Four (20 Marks)**

- a) Describe the importance of backing up an organisations systems data [10mks]
- b) As the manager in-charge of operations you have been tasked by management to ensure that the hotel practices a paperless role, no hardcopies, no posters. Discuss FIVE ways on how you will implement this task. [10mks]

**Question Five (20 Marks)**

- a) MMUST restaurant a facility managed by the Nutrition department has networked its entire facility to enhance better service to its clients. Discuss FIVE merits of networking the facility [5mks]
- b) Explain FIVE computer devices that can be shared on network environment in an organisation [5mks]
- c) Discuss FIVE benefits to both client and hotel of implementing the use of Artificial Intelligent- agents such as [ROBOTS] in real management of clients in a hotel setup [10mks]