



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

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

**DEGREE SEMESTER TWO SPECIAL/SUPLIMENTARY
EXAMINATIONS**

FOR THE DEGREE

IN

HOSPITALITY & INSTITUTIONAL MANAGEMENT

COURSE CODE: BHM 105

COURSE TITLE: COMPUTER APPLICATIONS

DATE: 2/8/2022

TIME: 2 Hours

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)

- a) Define the meaning of the term computer hardware [2mks]
- b) Give four characteristics of a computer (4mks)
- c) Differentiate between the following basic elements that make up a computer system [4mks]
 - i) Input device and output device
 - ii) Storage and processing
- d) Describe star topology as used in networking [4mks]
- e) Explain three external data storage media where computers can store information [4mks]
- f) Explain FOUR features of mini-computers computer [4mks]
- g) Outline any FOUR functions of an operating system [4mks]
- h) Describe six applications of computers Hotel Hospitality [4mks]

Question TWO [20 Marks]

- a) Discuss the different computer generations highlighting key characteristics in each generation. [10mks]
- b) Briefly explain three output devices and three input devices [6mks]
- c) Name FOUR factors to consider when buying a computer system. [4mks]

Question THREE [20 Marks]

- a) Discuss THREE common sources of computer viruses. [6mks]
- b) Describe FOUR documents that can be created using word processing.[4mks]
- c) Explain FIVE merits of using an e-mail in an organisation [10mks]

Question FOUR [20Marks]

You are the Hotel Manager KK-MOTEL groups of hotels, most of your clients are tourists both local and global, the clients had booked for a workshop at one of the Branch hotels just before the COVID 19 guidelines by MOH, the two workshop has to go on as scheduled once you conform with the MOH guidelines. Discuss the technologies you will use to communicate to the clients and staff, reschedule the workshop, conduct the workshop, conduct a staff meeting [8mks]

- d) Using relevant examples, Discuss how the following MIS will benefit a given facility of your choice (12 mks)
 - Hotel Management system
 - Online hotel system
 - Hotel reservation system
 - MMUST Tours Guide App
 - Wezesha online food delivery system

Question FIVE (20 Marks)

- a) Describe the importance of backing up an organisations systems data [10mks]
- b) Explain FIVE reasons why most organisations are not producing hardcopy statements such as payslips to their clients [5mks]
- c) Explain using examples FIVE computer devices that can be shared on network environment in an organisation [5mks]