



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

MAIN EXAMINATION

THIRD YEAR, FIRST SEMESTER

FOR DIPLOMA

OF

HOSPITALITY AND INSTITUTIONAL MANAGEMENT

COURSE CODE: DHIM 048

COURSE TITLE: COMPUTER APPLICATIONS IN HOSPITALITY

DATE: 24/4/2023

TIME: 8-10 AM

INSTRUCTIONS TO CANDIDATES

Answer all questions in SECTION A and B

Answer two questions from section C.

MMUST observes ZERO tolerance to examination Cheating

This paper consists four printed Pages. Please Turn Over

SECTION A: THIS SECTION CONSISTS OF TEN QUESTIONS ONE MARK EACH. ANSWER ALL QUESTIONS (10 MARKS)

1. Which of the following employees is responsible for balancing the guest accounts every day?
 - A. Front desk-clerk
 - B. General manager
 - C. Night auditor
 - D. Accountant

2. A hardware device that is capable of executing a sequence of instruction is called?
 - A. CU
 - B. Processor
 - C. CPU
 - D. ALU

3. Which of the following is NOT a front office module of the typical property management system (PMS)?
 - A. Room management
 - B. F&B management
 - C. Reservation management
 - D. Guest accounting management

4. When a user needs information instantly available to the CPU it should be stored in a _____.
 - A. RAM
 - B. CPU
 - C. CD
 - D. Secondary storage

5. The following terms are associated with computers EXCEPT?
- A. Screen
 - B. Mouse
 - C. Bit
 - D. Gin
6. A central computer that holds collections of data and programs of many PCs, workstations and other computers is a -----.
- A. Server
 - B. Laptop
 - C. Minicomputer
 - D. Supercomputer
7. The feature that is suitable program and provide required data ,computer does not need human intervention is known as ;
- A. Accuracy
 - B. Reliability
 - C. Versatility
 - D. Automatic
8. Which of the following is a fast processing operating system?
- A. Batch operating system
 - B. Time sharing operating system
 - C. Distributed operating system
 - D. Real time operating system
9. A person is called computer literate if he/she is ONLY able to:
- A. Run need-based applications
 - B. Create anti-virus software
 - C. Hack other computers
 - D. Write programs

10. The general purpose computers are used for;
- A. Creating small database
 - B. Performing calculation
 - C. Accounting
 - D. All of the above

SECTION B: THIS SECTION CONSISTS OF SHORT ANSWER QUESTIONS OF SIX MARKS EACH. ANSWER ALL QUESTIONS (30 MARKS).

11. Outline the SIX advantages of using computers in the hospitality industry. (6 Marks)
12. State SIX spreadsheets applications. (6 Marks)
13. Identify SIX areas where computer can be applied and describe briefly how it can be applied. (6 Marks)
14. a) Define the following terms as used in computer applications.
- I. Data
 - II. Operating system
 - III. Peripheral device (3 Marks)
- b) Differentiate between LAN and WAN giving an example in each case. (3 Marks)
15. Highlight SIX the advantages of bar coding when used by a hospitality operation. (6 Marks)

SECTION C: THIS SECTION CONSISTS OF THREE LONG ANSWER QUESTIONS OF FIFTEEN MARKS EACH. ANSWER TWO QUESTIONS (30MARKS)

16.Computers can be very valuable as a tool in inventory. Discuss. **(15 Marks)**

17.Explain the impacts of computer in the hospitality industry. **(15 Marks)**

18.Describe the features of a good hotel website. **(15 Marks)**

