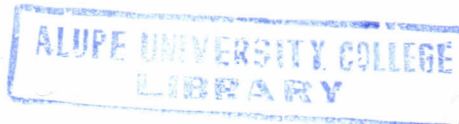


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DHRM 09



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**OFFICE OF THE DEPUTY PRINCIPAL**

**ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS**

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# **UNIVERSITY EXAMINATIONS**

## **2018 /2019 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER REGULAR EXAMINATION**

### **FOR THE DIPLOMA IN HOTEL AND HOSPITALITY MANAGEMENT**

**COURSE CODE: DHRM 09**

**COURSE TITLE: COMPUTER APPLICATIONS IN  
HOSPITALITY**

**DATE:17/12/2018**

**TIME: 2.00 -5.00PM**

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#### **INSTRUCTION TO CANDIDATES**

- SEE INSIDE

**THIS PAPER CONSISTS OF 4 PRINTED PAGES**

**PLEASE TURN OVER**

**DHRM 09: COMPUTER APPLICATIONS**

**STREAM: DHRM**

**DURATION: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

- i. Answer Question ONE and any other TWO questions*
- ii. Do not write on the question paper*

**Question One**

- a) Discuss four types of computers systems according to their size and speed. (8 Marks)
- b) Differentiate between the following: (6 Marks)
  - i) Primary memory and secondary memory
  - ii) Cold booting and warm booting
- c) Give three examples of application and system software (6marks)
- d) Explain the following terms as applied in computer security: (6marks)
  - i)Denial of service attack
  - ii) Spyware
  - iii)Key loggers
- e) Discuss any four moral dimensions of the information age (4marks)

**Question Two**

- a) Define the following terms. (6Marks)
  - i) Software
  - ii. A computer
  - iii. Input devices
- b) Outline three functions of the Random Access Memory? (6 Marks)
- c) Explain four major areas where computers are used in the society today
- d) Describe any four applications of computers in the modern society. (4 Marks)
- (e) Briefly explain the process of inserting a table into MS-word. (4 marks)

**Question Three**

- a) Briefly explain the meaning of cache memory. (4marks)
- b) Computers were introduced in the 1940's. Discuss the generation of computer since then up to date (6 Marks)
- c) Outline six components mostly found in the graphical user interface. (6 Marks)
- d) Explain the purpose of the following used in Microsoft excel (4 marks)
  - (i) Count
  - (ii) Average
  - (iii) IF

**Question Four**

- a) Outline any two functions of a database in a firm (2marks)
- b) Explain any three types of computer networks (3marks)
- c) Give the major advantages and disadvantages of using computers (8marks)
- d) What do you understand by the term internet (3marks)
- e) Describe four components of a computer system citing functions for each component (4Marks)

**Question Five**

- a) Describe the elements of a computer programme (4marks)
- b) What is difference between Dynamic RAM and Static RAM? (4marks)
- c) Give examples of the types of networks available for data communications (8marks).
- d) Describe the following feature of a graphical user interface based operating system (4 marks)

