



File



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

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

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 4 PRINTED PAGES

PLEASE TURN OVER

DHRM 09: COMPUTER APPLICATIONS

STREAM: DHRM

DURATION: 3 HOURS

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)