



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY  
EXAMINATIONS 2018/2019 ACADEMIC  
YEAR  
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF TOURISM AND NATURAL  
RESOURCE MANAGEMENT  
BACHELOR OF SCIENCE IN HOTEL  
AND HOSPITALITY MANAGEMENT**

**COURSE CODE: BHM 2203  
COURSE TITLE: INTRODUCTION TO  
COMPUTERS IN  
HOSPITALITY**

**DATE: 15<sup>TH</sup> APRIL 2019  
1:00HRS**

**TIME: 11:00AM -**

---

**INSTRUCTIONS TO CANDIDATES**

1. This paper contains FIVE questions. Answer question ONE (Compulsory) and any

TWO Questions

2. All optional questions carry equal marks
3. Write all your answers in the answer booklet
4. Time allowed; Two hours.

***This paper consists of 2 printed pages. Please turn over.***

**[Question 1 (20 marks)]**

- a) Giving appropriate examples define the following terms (4marks)
  - i. Hardware
  - ii. Information
  - iii. Application Software
  - iv. Operating System
- b) List the four main components of a computer (2 marks)
- c) Convert  $A9E_{16}$  to decimal and to binary. Show you arrive at your answer. (4 marks)
- d) Given the octal number 11011, convert it to decimal. Show how you arrive at your answer (4 marks)
- e) Give differences between RAM and ROM types of computer memory (2 marks)
- f) Give the difference between 32bit and 64bit processor types (2 marks)
- g) List any four types of computers (2 marks)

**[Question 2 (15 marks)]**

- a) Distinguish between the following as used in computer network (3 marks)
  - i) MAC Address and IP Address
  - ii) A Bridge and a Router
  - iii) LAN and WAN
- b) List any four network components (2 marks)
- c) Describe, with sketch diagrams, three network topologies (6 marks)
- d) Describe any four applications of computer network (4 marks)

**[Question 3 (20 marks)]**

- a) With aid of a diagram describe the Von Neumann computer architecture (6 marks)
- b) Describe the 3 types of Buses that make up CPU system Bus (6 marks)
- c) Name and describe any 3 types of storage devices (3 marks)

**[Question 4 (15 marks)]**

- a) What do you understand by Hospitality software (2 marks)
- b) List at least 3 examples of hospitality software in the market (2 marks)
- c) Describe any five functions of Hospitality software (5 marks)
- d) State and explain any three types of computer maintenance (6 marks)

**[Question 5 (15 marks)]**

- a) Define the following terms: (2 marks)

- i. Internet
  - ii. Intranet
  - iii. Information security
  - iv. copyright
- b) Name and describe any four services obtained from the internet (4 marks)
  - c) Describe any 4 common online security threats (4)
  - d) Describe five ways of ensuring data/information security (5 marks)

**//END**