



UNIVERSITY EXAMINATIONS
FIRST YEAR EXAMINATION FOR THE AWARD OF
THE DIPLOMA IN HOTEL AND HOSPITALITY MANAGEMENT
FIRST SEMESTER 2023/2024
[AUGUST-DECEMBER, 2023]

DHHM 0113: BUSINESS COMPUTING

STREAM: Y1 S1

TIME: 2 HOURS

DAY: MONDAY, 9.00 – 11.00 P.M.

DATE: 27/11/2023

INSTRUCTIONS

- 1. Do not write anything on this question paper.***
- 2. Answer Questions ONE and any other THREE Questions***

Question One

- a) Explain five computer hardware components that are required when establishing a multimedia platform for E-commerce (5marks)
- b) James stored word processing files in a flask disk when working from a home desktop computer. She has realized the files could no longer open at her place of work.

Required

Suggest five reasons why some files may not open despite being visible on the Flask disk. (5marks)

- c) Differentiate between an accounting package and a spread sheet based on the following features;
 - i. Report generation
 - ii. Audit trail. (5marks)
- d) Differentiate between data and information in the context of information systems. (5marks)

- e) Explain the benefits of Information Technology offer to Hospitality industry. (5marks)

Question Two

- a) Explain how cloud computing support e-commerce in hotel industry. (5marks)
- b) State five pointing devices used in computer systems. (10marks)

Question Three

- a) Explain various ways how to implement software integrations. (10marks)
- b) Explain the Digital technology in Hospitality industry. (5marks)

Question Four

- a) A manager in an entertaining industry intends to use data driven decisions support system to design a new product.

Required

- Outline three characteristics that the system should possess. (5marks)
- b) Explain five important features of Ms- word. (10marks)

Question Five

Explain the following terms; (15 marks)

- i. Analog
- ii. Web browser
- iii. Warm booting
- iv. Sum function
- v. Cookies and Blog