MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR
THE DIPLOMA IN HOSPITALITY MANAGEMENT
(CITY CAMPUS)

SEH 0141: COMPUTER APPLICATIONS IN HOSPITALITY AND TOURISM INDUSTRY

Date: 7th August, 2013   *Time: 9.00 – 11.00 a.m.*

SEH 0141: COMPUTER APPLICATIONS IN HOSPITALITY AND TOURISM INDUSTRY

(CITY CAMPUS, DIPLOMA SEMESTER ONE YEAR ONE)

INSTRUCTIONS: Read all the instructions carefully before answering any question

- This paper consists of two sections **A** and **B**
- Answer **ALL** the questions in in the **Answer Booklet** provided)

SECTION A: Answer All the Questions In this section

1. Explain four functions of the central processing unit (CPU) in a computer system (4mks)

2. Outline five database applications that find their use in the hospitality and tourism industry (5mks).

3. Give examples of global distribution systems (GDS) in use today by major airlines, car rental firms and hotel groups (4mks)

4. Outline and explain ten application functions of desktop publishing in the hospitality and tourism industry (5mks)

5. Describe the basic functions common to property management systems (PMS) at the front desk of the hospitality industry. (6mks)

6. Explain some of the software which have aided the development of the hospitality and tourism industry (8mks)

7. Outline and explain four principle types of reservation systems used in the hospitality and tourism industry which has given the industry a face lift. (4mks)

8. Identify and explain the four typical management information systems (MIS) used in hospitality industry (4mks)

SECTION B (30MKS)

Answer ALL the questions in the answer booklet provided

9. Briefly explain the application of spreadsheet such as Excel in the hospitality and tourism industry (10mks)

10. State and briefly explain ten examples of input application devices used in food service area of the hospitality industry (10mks)

11. Identify and explain five hospitality accounting modules typically provided by back-office software packages. (10mks)