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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DIT 1013:INTRODUCTION TO COMPUTER APPLICATIONS

Date: 10th August 2023
Time: 8.30am-10.30am

INSTRUCTIONS TO CANDIDATES:

Create a folder in drive named **DATA**: and save it as your admission number without backslash e.g. **DHT00122**

All questions should be saved on the above folder.

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Using Microsoft Word, produce a document as shown below;

NEVER LIE... TO YOURSELF, YOUR FRIENDS OR ANYONE.

Once upon a time, there lived a shepherd boy who was bored watching his flock of sheep on the hill. To amuse himself, he shouted, "Wolf! Wolf! The sheep are being chased by the wolf!" The villagers came running to help the boy and save the sheep. They found nothing and the boy just laughed looking at their angry faces. "Don't cry 'wolf' when there's no wolf boy!", they said angrily and left. The boy just laughed at them.

After a while, he got bored and cried 'wolf!' again, fooling the villagers a second time. The angry villagers warned the boy a second time and left. The boy continued watching the flock. After a while, he saw a real wolf and cried loudly, "Wolf! Please help! The wolf is chasing the sheep. Help!"

But this time, no one turned up to help. By evening, when the boy didn't return home, the villagers wondered what happened to him and went up to the hill. The boy sat on the hill weeping. "Why didn't you come when I called out that there was a wolf?" he asked angrily. "The flock is scattered now", he said.

Moral: Lying breaks trust. Nobody trusts a liar, even when he is telling the truth.

Source: <https://medium.com/>

Required

- i. Create a folder on the desktop with your admission number as the folder name. (2 marks)
- ii. Type the above passage in Microsoft Word and save it as, **NEVER**. (6 marks)
- iii. The title should be center aligned, of Algerian font and font size 23. (6 marks)
- iv. The body of the passage should be of Times New Roman font, font size 14 and font colour green. (6 marks)
- v. Apply justify alignment to the body of the passage. (3 marks)
- vi. Apply line spacing of 3.0, to the body of the passage. (3 marks)
- vii. Enclose the first paragraph in a border. (4 marks)

QUESTION TWO (20 MARKS)

Prepare a power point presentation that will be displayed in a Hospitality Management training.

Slide one: Topic and the name of the presenter (2 mark)

Slide two: Hotel sections; Production, Service, Front Office, Housekeeping (2 mark)

- Slide three: Popular fast foods in Nairobi (2 mark)
- Slide four: Key considerations where preparing food for special groups; for instance, children and the elderly. (2 mark)
- Addition information
- i. Use design template of your choice (3 marks)
 - ii. Apply slide transitions of your choice (4 marks)
 - iii. Apply custom animations of your choice (3 marks)
- Note: Make your presentation captivating to capture the attention of the audience. (2 marks)
- Save your presentation save, Hospitality, in your folder. (2 marks)

QUESTION THREE (20 MARKS)

Using Microsoft Word, produce a document as shown below;

Changing Guest Behavior and Expectations

In an increasingly competitive environment, the way hotels react to guests' expectations has a dramatic impact on their profitability. Guests are continually voting with their wallets through their purchases. Immediate accessibility, mobile obsession, personalized experiences and contradictory preferences—these are just some of the challenges that hoteliers are tackling daily. Today's guests are less interested in the quick sell (i.e. low price sale) and more concerned with building a long-term relationship (i.e. meaningful interactions). *If they're an existing guest, they want to be treated from the standpoint of knowledge about the past business.* **Guests also realize the power they have via social media and online reviews - and will use it when not satisfied with a service.**

Required

- i. Type the above passage in Microsoft Word and save it as, *Guest Behavior*. (6 marks)
- ii. Insert a watermark in the document that reads, *Hospitality*. (3 marks)
- iii. Insert a page footer that reads, *changing guest behaviour*. (3 marks)
- iv. Change page orientation to landscape. (3 marks)
- v. Change the page colour to yellow. (3 marks)
- vi. Format the title to have red text highlight colour. (2 marks)

QUESTION FOUR (20 MARKS)

The spreadsheet below shows the data that was recorded by an intern at Kimbo Pride Hotel about the sale of various meals prepared by the hotel. Use the data to answer the questions below.

	A	B	C	D
1	KIMBO PRIDE HOTEL			
2	SALE OF SMOKIES			
3		DAY OF THE WEEK	QUANTITY	SALES
4	1	MONDAY	10	
5	2	TUESDAY	5	
6	3	WEDNESDAY	2	
7	4	THURSDAY	5	
8	5	FRIDAY	10	
9				
10	PRODUCT PRICE LIST			
11		PRODUCT	UNIT PRICE	
12	1	SMOKIES	50	
13	2	CHICKEN	1000	
14	3	SAMOSA	70	
15				

Required:

- Enter the data in Microsoft /excel as shown above and save the file as, DHT, in your folder. (6 marks)
- Format column B to have a width of about 20.00 (2 marks)
- Format Row 1 to have a height of about 40.00 (2 marks)
- Using absolute cell references, calculate the sales for smokies realized by the hotel for each day of the week. (5 marks)
- Insert a pie chart showing daily sales from smokies. (5 marks)

QUESTION FIVE

The data below was recorded by baking by a manager in a bakery in Nairobi. Use the table to answer the following questions.

B17										
	A	B	C	D	E	F	G	H	I	J
1		SALES-PERSON	PRODUCT	QUANTITY SOLD	REMARK		Criteria			
2	1	MARY	Red Velvet Cake	20			15 and above cakes	Excellent		
3	2	JOY	Red Velvet Cake	15			10 and above cakes	Good		
4	3	KEN	Carrot Cake	10			Below 10 cakes	Put more effort		
5	4	JOHN	Sponge Cake	5						
6	5	PETER	Genoise Cake	5						
7	6	JOSEPH	Chiffon Cake	8						
8	7	NOEL	Angel Food Cake	30						
9	8	CAROL	Carrot Cake	20						
10	9	JUDY	Carrot Cake	7						
11										
12		Total number of cakes sold								
13		Total number carrot cakes sold								
14		Total number of red velvet cakes sold								
15		Total number of Chiffon cakes sold								
16										

Required:

- Enter the data in Ms. Excel and save the file as, CAKES in your folder. (6 marks)
- Calculate the total number of cakes sold. (2 marks)
- Compute the total number of carrot cakes sold. (2 marks)
- Compute the total number of red velvet cakes sold. (2 marks)
- Compute the total number of chiffon cakes sold. (2 marks)
- Produce a doughnut showing the total number of carrot cakes, red velvet cakes and chiffon cakes sold by the bakery. (4 marks)
- Rename the worksheet as BAKING. (2 marks)