



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**TOURISM AND HOSPITALITY MANAGEMENT,
PROFESSIONAL COOKERY, FOOD AND BEVERAGE SERVICE,
BAKERY TECHNOLOGY AND MANAGEMENT**

**MODULE: Fundamentals of Hospitality
Computing**

PAPER NO: 333/22/M09A

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.
3. Start each question on a fresh page.

QUESTION 1

- a) Define the following computing terms as used in the Hospitality sector:
- i) Software
 - ii) AI
 - iii) Computer ethics
 - iv) Network
 - v) Computer virus (10 marks)
- b) With the aid of a diagram, describe the computer system. (10 marks)

QUESTION 2

- a) Most of the hospitality and tourism organisations have adopted the use of social media applications that rely on internet technology for information dissemination. Describe any five (5) social media applications that they can use. (10 marks)
- b) Computer systems and internet technology have caused a great impact in the day to day running of the hotels, resorts and other tourism centres. Highlight the merits and demerits of such technology to employees, employers and community. (10 marks)

QUESTION 3

- a) Describe the key features and functions performed by the following applications:
- i) Spreadsheet
 - ii) Database (10 marks)
- b) With the aid of a well labelled diagram, elaborate the functionality of the following topologies:
- i) Star
 - ii) Bus (10 marks)

QUESTION 4

- a) You have been promoted to a managerial position in a hospitality and tourism company; and they would like to buy new computers for your department. Articulate the factors you would consider when purchasing these computers. (10 marks)
- b) Define the following terms as used in Spreadsheet applications:
- i) Cell
 - ii) Formula
 - iii) Header
 - iv) Font
 - v) Worksheet (5 marks)
- c) List any five (5) output devices that can be used to get feedback to the user. (5 marks)

QUESTION 5

- a) Define the term “operating system”. (2 marks)
- b) State any three (3) examples of operating system. (3 marks)
- c) List any five (5) key functions of an operating system. (5 marks)
- d) Elaborate any five (5) characteristics of operating systems. (10 marks)

QUESTION 6

- a) Outline the advantages of using Artificial Intelligent Systems in the field of tourism and hospitality. (10 marks)
- b) Describe any five (5) environmental factors you would consider when setting up a computer lab. (10 marks)

QUESTION 7

- a) Enumerate any five (5) forms of computer crime. (5 marks)
- b) Highlight any five (5) measures that can be used to reduce or prevent computer crime. (5 marks)
- c) List any five (5) signs and symptoms of computer virus. (5 marks)
- d) Give three (3) examples of computer virus. (3 marks)
- e) State any two (2) methods of preventing computer virus infection. (2 marks)

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