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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA HOSPITALITY MANAGEMENT**  
**DIT 1013:INTRODUCTION TO COMPUTER APPLICATIONS**

Date: 12<sup>th</sup> April 2024

Time: 2.30pm-4.30pm

**INSTRUCTIONS TO CANDIDATES:**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**  
**QUESTION ONE (30 MARKS)**

**THE RISE OF THE SOCIAL MEDIA INFLUENCER**

A relatively new phenomenon has been the rise of the social media influencer. A social media influencer is exactly what it sounds like: someone with significant influence over online followers. Of course, the degree of influence can and does vary greatly. Some influencers have a couple thousand followers while others have several million. Regardless of the size of their “influence,” an influencer is one with a privileged position in the eyes of a number of individuals online. They have the power to sway their followers’ purchasing behavior, thinking, and even beliefs. This means an influencer can manipulate them into buying unnecessary products, adopt inimical values, and become obsessively materialistic. Or they can help them in ethical and service-oriented ways.

However, individuals with the power to influence masses of people are not new by any means. Still, the manifestation of this age-old phenomenon through the advent of digital and social technologies is unique and exclusive to this generation. It has transformed the way businesses, non-profits, government agencies, and even churches reach and communicate with their constituencies, be that to help sell a product or champion an ideal.

**Source:** <https://viewpoint.pointloma.edu/>

**Required**

- a) Create a folder on the desktop with your admission number as the folder name. (2 marks)
- b) Type the above passage in Microsoft Word and save it as, **INFLUENCER**. (6 marks)
- c) Change page colour to green. (4 marks)
- d) Insert a customized watermark in your document. (4 marks)
- e) Insert a drop cap at the start of the passage. (3 marks)
- f) Divide the main passage (excluding the source) into three columns with a line in between columns. (3 marks)
- g) Change the margins of the document to *narrow*. (3 marks)
- h) Insert your name and admission number as the document footer. (3 marks)
- i) Format the font of the entire document to be, Times New Roman (2 marks)

**QUESTION TWO (20 MARKS)**

Use Microsoft Excel to answer the following questions

	A	B	C	D	E	F
1	<b>MBALUKA HIGH CLASS HOTEL</b>					
2	<b>EMPLOYEE DATA</b>					
3	<b>STAFF NO</b>	<b>FIRST NAME</b>	<b>SECOND NAME</b>	<b>AGE</b>	<b>COUNTY</b>	<b>BASIC SALARY</b>
4	MBA 001	OWINO	OWITI	30	KISUMU	90000
5	MBA 002	KASANDRA	KAMAU	22	KIAMBU	50000
6	MBA 003	KAMAMMY	WAFULA	18	BUNGOMA	80000
7	MBA 004	BISTRO	OLE TIPIS	40	NAROK	70000
8						

- Enter the data in a spreadsheet as shown above and save the file as, Mbaluka, in your folder. (6 marks)
- Insert a new column for the FULL NAME that combines both FIRST NAME AND SECOND NAME using a function. (2 marks)
- Establish who is the oldest employee using a function. (2 marks)
- Compute the average Basic Pay for all the staff. (2 marks)
- Create a figure/chart that plots the Employees First Name against the Basic Pay (4 marks)
- Format the Basic Pay into currency and into two decimal places. (4 marks)

**QUESTION THREE (20 MARKS)**

Use Microsoft Excel to answer the following questions

	A	B	C	D	E	F
1	<b>DETERGENT</b>				<b>COST</b>	
2	<b>MONTH</b>	<b>QUANTITY (LTRS)</b>	<b>COST</b>	<b>REMARK</b>	<b>DETERGENT PER LTR</b>	500
3	JANUARY	100				
4	FEBRUARY	40				
5	MARCH	10				
6	APRIL	50				
7						
8						
9	<b>CRITERIA</b>					
10	30000 and above	Overspent				
11	20000 and above	Average Consumption				
12	Less than 20000	Low consumption				
13						
14						

- Enter the data in a spreadsheet as shown above and save the file as, Mbalalaika, in your folder. (6 marks)
- Using absolute cell references, calculate the cost incurred for each month. (6 marks)
- Make use of the IF Function to return the appropriate REMARKS based on COST incurred each month. (6 marks)
- Using a formula, calculate the average quantity of detergent (in LTRS) that was consumed each month. (2 marks)

#### **QUESTION FOUR (20 MARKS)**

You have preparing to guide new staff in your hotel how to prepare three of the most popular meals in the hotel. Using Microsoft PowerPoint application, you have prepared several slides which will be displayed as you give a detailed explanation on the ingredients, cooking and presentation of the meals.

Slide one: Topic and your name. (2 marks)

Slide two: Meal 1. Give it a name and discuss it. (2 marks)

Slide three: Meal 2. Give it a name and discuss it. (2 marks)

Slide four: Meal 3. Give it a name and discuss it. (2 marks)

Slide five: Tips on how to be a good chef. (2 marks)

#### **Addition information**

i. Use design template of your choice (2 marks)

ii. Apply slide transitions of your choice (2 marks)

iii. Use background colours of choice. (2 marks)

iii. Apply custom animations of your choice (2 marks)

Save your presentation save, CHEF, in your folder. (2 marks)

#### **QUESTION FIVE (20 MARKS)**

Document 1: Prepare a letter as without the merge fields shown in << >> marks and save it as, Letter Template, in your folder. (6 marks)

YOUR COMPANY ADDRESS

DATE

<<Customer Name>>

<<Customer Address>>

**Dear Customer,**

**Re: PARTIAL/FULL REFUND**

Thank you for your patience and understanding during these unprecedented, difficult times. The travel industry has never seen any greater threat. I know that you have been frustrated and asking for a refund. Our Terms & Conditions state that, No refund. Since your departure date was <<date>>, your trip was paid in full and we, in turn, paid the suppliers and vendors that were to perform various functions for the journey. However, as a gesture of our goodwill, we are willing to refund you now in the amount of <<Amount>>.

This refund represents the resolution of a disputed claim. Furthermore, you agree that this matter is confidential and not to be disclosed to others. Last, in consideration for this payment, you agree to not disparage, or speak or comment negatively about, our Company.

We are making every effort to help all of our guests. Thank you for your consideration.

Sincerely,

**Managing Director**

Document 2: Prepare a table as follows in a separate document and save it as, source document, in your folder.  
(4 marks)

<b>Customer Name</b>	<b>Customer Address</b>	<b>Departure Date</b>	<b>Refund Amount</b>
Mike	100 Sikhendu	10/1/2024	5000
Ken	123 Mucharage	12/1/2024	1000
Julie	332 Malike	15/1/2024	6000

**Required;**

- i. Merge the two documents to produce a document with merge fields and save the document as, merge, in your folder. (6 marks)
- ii. Complete the merge process to process to produce a document with letters for the three customers and save the document as, letters, in your folder. (4 marks)