

Grade – XI

Full Marks 100
Teaching hours 150

I. This is an integrated general English course which treats English as a medium for communication and as a means to knowledge. This course is divided into two interrelated papers leading students from intermediate level of English proficiency to upper intermediated.

II. General Objectives

The general objectives of this course are:

- a. To teach students skills in the use of English for academic and communicative purposes.
- b. To train them in the functional, notional and grammatical areas of English language use.
- c. To make them see the relationship between structures and meaning.
- d. To teach them English structures in a communicative context, and
- e. To provide students a self-complete, self-terminating, as well as a bridge between secondary and University English (+3).

III. Specific objectives

The specific objectives of this course are:

1. To give a short remedial or link course as a kind of bridge or a refresher course between English at the secondary and higher levels,
2. To teach English for functional, academic and communicative purposes, and
3. To provide students interesting reading materials for information, knowledge and pleasure.

IV. Course Contents

The contents of this paper are:

- a. A remedial or refresher course. It will be given at the beginning of the session. The contents include basic English structures and the use of Dictionary.
- b. Core English. The texts in this component primarily aim at teaching various language skills in an integrated manner. The emphasis is on providing tools for using language for communicative purposes, and for receiving as well as imparting information effectively.

The contents of this unit are:

- places ● decisions and intentions ● jobs and routine ● direction ● past event ● talking about now
 - requests and offers ● recent actions and activities ● comparison ● the past and the present ● likes and dislikes ● events and circumstances ● leisure activities and skills ● advice ● origin and duration ● location ● similarities and differences ● obligation ● prediction
 - objects ● degree ● setting a scene ● criticizing ● explanations
- c. Extensive reading and writing. The prescribed materials in this component expose students to various interesting and informative topics of global interest and common human concern. The contents include:

Poems:

1. Arthur Guiterman, " On the Vanity of Earthly Greatness"
2. Darothy Charles, "Concrete Cat"
3. Mark Strand " Keeping things whole"
4. Cowper " The Poplar Field"
5. W. Wordsworth, "My Heart Leaps up when I Behold"

Essays:

6. Barbara Holland, "Speaking of Children"
7. Joan Didion, " In Bed"
8. Issac Asimov, " The Nightmare Life Without Fuel"
9. Roger Roserblatt, "Opps ! How's that Again?"
10. Harold J. Morowitz, "The Six Million Dollar Man"
11. W.S. Merwin, " "Unchopping a tree"

Stories:

12. Stories of the supernatural: "The Recurring Dream" " The Lost Doll", The House Call" "Fear", "The Loving Mother"
13. Hemingway, "The Three Day Blow"
14. R. Kipling, " The Gardener"
15. Patricia Hempt, " Look at a tea cup"
16. Eudora Welty, "A Worn Path"

Play

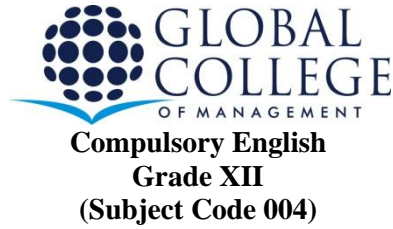
17. R.N. Tagore, "Malini"

Prescribed Texts:

1. Doff. Adrian, C. Jones and K. Mitchell. Meaning into words (Intermediate). Students book, Cambridge: Cambridge University Press .
2. Meaning into Words (Intermediate), Workbook, Cambridge, C.U.P. 1983
3. The Magic of Words (A Collection of poetry, prose and drama). Kathmandu, 1996.
4. Link English. Revised edition, Kathmandu : Sajha Prakashan, 1996.

Reference Books:

1. One of the following Dictionaries:
 - a) Cambridge International of Dictionary of English Cambridge, C.U.P., 1995
 - b) Collins COBUILD English Dictionary. New Edition London: Narper Collins, 1995.
 - c) Longman Dictionary of Contemporary English. 3rd edition. Harlow: Longman Group 1995
 - d) Oxford Advanced learner's Dictionary: Learner'd Dictionary: 5th edition; Oxford: O.U.P. 1996.
2. Doff, Adrian, C. Jones and K. Mitchell, Meanings into words (Intermediate), Teacher's book. Cambridge: Cambridge University Press. 1983.
3. Meaning into words, (Intermediate). Text BOOK, C.U.P.
4. Meaning into Words, (intermediate). Cassette (Student's Book) C.U.P.
5. Meaning into Words, (Intermediate). Cassette (Drills), C.U.P.
6. Swan, Michael. Basic English Usage. Oxford: Oxford University Press. 1994.



Grade – XII

**Full Marks 100
Teaching hours 150**

Poems

1. William Stafford. "Traveling through the Dark.
2. W.B. Yeasts, "The Lamentation of the Old Pensioner".
3. William Shakespeare, "Full Fathom Five Thy Father Lies."
4. Ray Young Bear, "Grand Mother."
5. Hopkins, "Gods Graceful."

Essays

6. Moli Nissani, " Two Longterm Problems".
7. Marslma Traught, " The children Who Wait".
8. Martin Luther King. "I have a Dream".
9. Ilene Kartrov, "Women's Business".
10. Lilaa M and Berry, C Bishop, "Hurried to Avoid a Bad Star".
11. Germaine Gear, " A Child is Born".

Stories

- 12 Poe. "The Tell – Tale Heart".
13. Dylan Thomas, " A Story".
14. James Joyce, "The Boarding House
15. G. Garcia Marquez. "The Last Voyage of the Ghost ship"
16. Chekhov, "About Love".
17. Brother's Grim, " Hansel and Gretel" and its variations.

Plays

18. W.B. Yeats, "Purgatory".

Evaluation Scheme:

This paper contains 100 marks, which will be divided as follows:

- | | |
|---------------------------------|-------|
| - Core English | - 60% |
| - Extensive Reading and Writing | - 40% |

Skill wise the weightable will be as follows:

- | | |
|----------------------------|-------|
| - Reading | - 40% |
| - Writing | - 40% |
| - Grammar and language use | - 20% |

Prescribed Texts:

1. Doff, Adrian, Christopher Jones, Keith Mitchell, Meaning into words (upper Intermediate) Student's Book. Cambridge. Cambridge University Press. 1984.
2. Meaning into words (workbook) Cambridge. Cambridge University Press.
3. Lohani, Adhikari and Subedi, The Heritage of Words Kathmandu, 1998.
4. Swan, Michael. "Basic English Usage" OUP.

Reference Books:

1. One of the following dictionaries
 - a) Cambridge International Dictionary of English. Cambridge C.U.P. 1995
 - b) Collins COBUILD English Dictionary (New Edition). London: Harper Collins, 1995
 - c) Longman Dictionary of Contemporary English (Third Edition) Harlow: Longman Group. 1995.
 - d) Oxford Advanced Learner's Dictionary (5th edition). Oxford. O.U.P. 1996.
2. Swan, Michael; Basic English Usage. Oxford: O.U.P. 1984.
3. Doff, Adrian, Christopher Jones, Keith Mitchell, Meaning into Words (Upper Intermediate) teacher's Book.
4. Meaning into Words (upper – Intermediate) cassette (student's book). Cambridge: Cambridge University Press, 1984.
5. Meaning into Words. (Upper – Intermediate) Cassette (Drills). 1984.

अनिवार्य नेपाली

कक्षा : ११

पूर्णाङ्क: १००

पाठ्यभार: १५० घण्टा

पाठ्यक्रम परिचय :

यो पाठ्यक्रम उच्च माध्यमिक तहमा अध्ययन गर्ने विद्यार्थीहरूको नेपाली भाषासम्बन्धी आधारभूत क्षमताको विकासका निम्ति राखिएको हो । यस पाठ्यक्रममा मूलतः विद्यार्थीको पढाइ र लेखाइ क्षमताको विकासका लागि आवश्यक पर्ने पाठ्यवस्तुहरू समावेश गरिएका छन् । यसका लागि रचनाको पठन र आस्वादन, व्याकरण, बोध र अभिव्यक्तिलाई अन्तर्सम्बन्धित गराई प्रस्तुत गरिएको छ । पाठान्तर्गत साहित्यिक कृति रहेका छन् भने भाषाको प्रयोगलाई शुद्ध तथा परिष्कृत तुल्याउन व्याकरण राखिएको छ । बोध र अभिव्यक्तिमा पठनबोधसम्बन्धी विषय र अभिव्यक्ति सीपको विकासका लागि आवश्यक पर्ने पाठ्यवस्तुहरू राखिएका छन् ।

साधारण उद्देश्य :

यस पाठ्यक्रमले विद्यार्थीहरूमा निम्नलिखित क्षमताको अभिवृद्धि गर्नेछ :

- (क) स्तरानुरूप विभिन्न विषय क्षेत्रमा प्रयोग हुने विविध प्रकृतिका कथ्य र लेख्य सामग्रीको पठन, बोध र अभिव्यक्ति क्षमता बढाउनेछ ;
- (ख) निर्धारित साहित्यिक रचनाहरूको पठन र आस्वादन गरी विषयवस्तु, परिवेश र उद्देश्यबारे कथ्य वा लेख्य अभिव्यक्तिको क्षमता बढाउनेछ ;
- (ग) नेपाली लेखनका क्रममा हुने भाषिक त्रुटिहरूप्रति सचेत भई तिनको नीराकरण गर्ने सीप प्रदान गर्नेछ ;
- (घ) व्यावहारिक लेखनसम्बन्धी अभिव्यक्ति क्षमताको विकास गर्नेछ ; र
- (ङ) व्याकरणको माध्यमबाट शुद्ध र स्तरीय नेपाली भाषाको प्रयोग गर्न सक्षम तुल्याउनेछ ।

विशिष्ट उद्देश्य :

यो पाठ्यक्रम पूरा गरेपछि विद्यार्थीहरू निम्नलिखित कुराहरूमा सक्षम हुनेछन् :

- (क) नेपाली भाषाको उच्चारण प्रक्रियासँग परिचित भई शुद्धसँग उच्चारण गर्न ;
- (ख) ज्ञान विज्ञानका विभिन्न क्षेत्रमा प्रयुक्त गद्यांशहरू विभिन्न प्रयोजनका लागि पढी उत्तर दिन ;
- (ग) निर्धारित पाठ तथा रचनाहरूलाई विषयवस्तु, भाव, पात्र, परिवेश र भाषाशैलीका आधारमा अध्ययन गर्न ;
- (घ) नेपाली लेखनमा शुद्ध वर्णविन्यासको प्रयोग गर्न ;
- (ङ) नेपाली शब्दहरूको वर्ग पहिचान गरी सो अनुरूप प्रयोग गर्न ;

- (च) विभिन्न वर्गका शब्दहरूको रूपायन गर्न र सो अनुरूप प्रयोग गर्न ;
- (छ) विभिन्न प्रक्रियाबाट शब्दहरूको निर्माण गर्न ;
- (ज) वाक्यका आधारभूत तत्त्वको पहिचान गरी वाक्य निर्माण गर्न ;
- (झ) व्यावहारिक प्रयोजनका लागि आवश्यक पर्ने पत्र, विज्ञापन, सूचना, पाठक प्रतिक्रिया, ब्यक्तिगत विवरण (बायोडाटा), तयार गर्न ; र
- (ञ) स्तर अनुरूपका निबन्ध टिप्पणी र प्रतिवेदन लेख्न ।

क्रम संख्या	पाठ	व्याकरण	बोध	अभिव्यक्ति	पाठ्य भार
१.	कविता नेपाली हामी रहौंला कहाँ नेपालै नरहे माधव घिमिरे	अ) नेपाली वर्ण (कथ्य र लेख्य) को पहिचान आ) (क) स्वर (ख) व्यञ्जन उच्चार्य व्यञ्जन वर्णको वर्गीकरण (स्थान, प्रयत्न, घोषत्व र प्राणत्व)	सामाजिक विषय (भाषा, जाति र संस्कृति) सम्बन्धी अनुच्छेदको बोध	-कविताको भावार्थ लेखन - सामाजिक / सांस्कृतिक विषयमा अनुच्छेद लेखन	७
२.	कथा छिमेकी गुरुप्रसाद मैनाली	अ) नेपाली अक्षरको पहिचान आ) नेपाली अक्षरका प्रकार (स्व, स्वव्य, व्यस्व, व्यस्वव्य व्यव्यस्व, व्यव्यस्वव्य, व्यव्यव्यस्व) इ) शब्दलाई अक्षरमा विभाजन	वातावरण र स्वास्थ्यसम्बन्धी अनुच्छेदको बोध (प्रदूषण र मानवस्वास्थ्य विषयक) (अनुच्छेदको पठन विषयवस्तु तथा भाषा बोध)	-कथासार लेखन	७
३.	निबन्ध आइमाई साथी श्यामप्रसाद शर्मा	अ) तत्सम र आगन्तुक शब्दको वर्णविन्यासका प्रमुख समस्याक्षेत्र र त्रुटिहरूको पहिचान तथा नीराकरण आ) शब्दवर्ग: नाम, सर्वनाम, विशेषण र क्रियाको पहिचान इ) भाषिक त्रुटि नीराकरणमा शब्दकोशको प्रयोग र अभ्यास	निबन्धको अनुच्छेदबाट बोध र बुँदाटिपोट	-लैङ्गिक समतासम्बन्धी अनुच्छेद लेखन	८
४.	कथा मधुमालतीको कथा रमेश विकल	अ) लेख्य चिह्न र तिनको प्रयोग : पूर्णविराम, अर्धविराम, अल्पविराम, कोष्ठ, विकल्पबोधक, प्रश्नविराम, उद्गार, उद्धरण, विस्मयसूचक, निर्देशक र योजक चिह्नको पहिचान र प्रयोग आ) शब्दवर्ग: नामयोगी, क्रियायोगी, संयोजक विस्मयादिबोधक र निपातको पहिचान	भूगोलसम्बन्धी अनुच्छेदको बोध र बुँदाटिपोट	-पात्रको परिचय लेखन -अनुच्छेदमा चिह्न प्रयोग	८
५.	निबन्ध भलादमी लक्ष्मीप्रसाद देवकोटा	नेपाली शब्दको पहिचान, प्रकार र कार्य अ)शब्दको पहिचान आ)शब्दको प्रकार (क)स्रोतको आधार- तत्सम, तद्भव (अनुकरणात्मक समेत) र आगन्तुक (ख) संरचनाको आधार-मूल र व्युत्पन्न (ग) रूपायनको आधार-विकारी र अविकारी	निबन्धको मूल विचार र आशयको बोध	-निबन्धको मूल भाव / विचारको प्रस्तुति -निबन्ध लेखन, (सामाजिक, सांस्कृतिक	७

क्रम संख्या	पाठ	व्याकरण	बोध	अभिव्यक्ति	पाठ्य भार
				विषयमा आधारित)	
६.	कविता हर्कबहादुर दिनेश अधिकारी	क) उपसर्गद्वारा शब्द निर्माण : अ) अ, अन, कु, वि, बे, बद, रैर, ना आ) अ, अन्, अधि, अनु, अभि, अति, अव, अप, उप, आ, उत्, दु, दुर, दुस्, नि, निः, निर, निस्, परा, परि, प्र, प्रति, वि, सम्, सु ख) द्वित्व प्रक्रियाद्वारा शब्द निर्माण पूर्ण, आंशिक र आपरिवर्तित द्वित्व शब्द निर्माण	शिक्षासम्बन्धी अनुच्छेदको बोध	निर्धारित अनुच्छेदको सङ्क्षेपीकरण	१०
७.	उपन्यासको अंश एक चिहान हृदयचन्द्र सिंह, प्रधान	क)प्रत्ययद्वारा शब्द निर्माण: अ) अक्कड, अत, अन्त, आइ, आई/याई, आउ, आली, आलु, आवट, आहा/याहा, इया, आ) यार, इलो, ई, उवा, ए, एली, ओ, ओट, औली/यौली, ती, पन/पना, ली, ले इ) अक, अन, अनीय, इक, इत, ई, ईन/ईण, ईय, क, तर, तम, तव्य, ता, ति, त्व, मय, मान, वान, य ख)समास: अव्ययीभाव, तत्पुरुष, कर्मधारय, द्विगु (विग्रह र समास दुवै) (उपन्यासको अंशबाट प्रत्यय लागेका व्युत्पन्न शब्दको खोजी गरी थप शब्द निर्माण तथा निर्धारित अंश र अनुच्छेदबाट समस्त शब्दको खोजी	निर्धारित अंशबाट बुँदाटिपोट र सङ्क्षेपीकरण	पात्र परिचय लेखन	१०
८.	निबन्ध म फूल लिएर आउनेछु सुधा त्रिपाठी	क) समास प्रक्रियाद्वारा शब्द निर्माण - द्वन्द्व र बहुव्रीहि समास (विग्रह समेत) ख) सन्धि र सन्धिभएका शब्दको पहिचान ग)वाक्यको पहिचान र प्रयोग -उद्देश्य र उद्देश्य विस्तार -विधेय र विधेय विस्तार -क्रियाका काल (भूत अभूत) -पक्ष : सामान्य, अपूर्ण, पूर्ण, अज्ञात, अभ्यस्त -क्रियाका भाव : सामान्य, आज्ञा, इच्छा, संभावना र संकेत	निर्धारित अंशको पठन र विषयबोध (निर्धारित अंशको अनुच्छेदबाट बुँदाटिपोट गरी सङ्क्षेपीकरण)	-सरल वाक्य (उद्देश्य, उद्देश्य विस्तार, विधेय, विधेय विस्तार भएका)मा कुनै विषयवस्तु, घटना आदिको वर्णन -विभिन्न काल र पक्षको प्रयोग गरी अनुच्छेद लेखन	१०

क्रम संख्या	पाठ	व्याकरण	बोध	अभिव्यक्ति	पाठ्य भार
				–विभिन्न भावका क्रियाको प्रयोग गरी अनुच्छेद लेखन ।	
९.	कविता मानुषी पारिजात	पदक्रम क) सामान्य पदक्रम ख) विशिष्ट पदक्रम (कविताका पङ्क्तिबाट सामान्य र विशिष्ट पदक्रमको अध्ययन)	वाणिज्य क्षेत्रसँग सम्बन्धित अनुच्छेदको बोध	–निर्धारित कविताको अध्ययनमा आधारित भई कुनै कृतिको पाठक प्रतिक्रिया लेखन	६
१०.	कथा रातभरि हुरी चल्यो इन्द्रबहादुर राई	(क) कारक र विभक्ति अ) सरल र तिर्यक कारक आ) कारक कर्ता, कर्म, करणसम्प्रदान, अपादान, अधिकरण (ख)कारकीय अर्थ, विभक्तिको प्रयोग र पहिचान (ग) को, का, की; रो, रा, री तथा नो, ना, नी को प्रयोग	कानुन तथा प्रशासनसँग सम्बन्धित अनुच्छेदको बोध	–सरल र तिर्यक कारकको प्रयोग गरी कुनै विषय घटना आदिको वर्णन –विभिन्न कारकको प्रयोग गरी अनुच्छेद रचना –व्यक्तिगत विवरण (बायोडाटा) लेखन	६
११.	कविता मेरो देश भूपी शेरचन	(क) तद्भव र तत्सम शब्दको वर्णविन्यास (ख) निर्धारित अनुच्छेदबाट तत्सम र तद्भव शब्दहरूको पहिचान	समाजशास्त्रसम्बन्धी अनुच्छेदको बोध	–पदपूर्ति सम्बन्धी विज्ञापन लेखन – व्यावसायिक विज्ञापन लेखन	७
१२.	निबन्ध	(क) पद सङ्गति	(क)निबन्धको	लिङ्ग, वचन,	८

क्रम संख्या	पाठ	व्याकरण	बोध	अभिव्यक्ति	पाठ्य भार
	आलु भैरव अर्याल	(अ)लिङ्ग (पुलिङ्ग, स्त्रीलिङ्ग) (आ)वचन (एकवचन बहुवचन (इ) पुरुष (प्रथम, द्वितीय, तृतीय) (ई)आदर (आदर, अनादर) (ख) शब्दभण्डार प्राविधिक, पारिभाषिक शब्दको अध्ययन	निर्धारित अनुच्छेदको बोध र प्रश्नोत्तर विज्ञान प्रविधिसम्बन्धी अनुच्छेदको बोध	पुरुष, आदर मिलाई सूचना लेखन	
१३.	कथा शत्रु विश्वेश्वरप्रसाद कोइराला	(क) सरल, संयुक्त र मिश्र वाक्यको पहिचान र प्रयोग (ख)निर्धारित कथाबाट सरल,मिश्र र संयुक्त वाक्यको पहिचान	सञ्चारसँग सम्बन्धित अनुच्छेदको बोध	-टिप्पणी लेखन/ सम्पादकलाई चिठीलेखन	७
१४.	उपन्यास	वाक्यान्तरण (क) संरचनागत (सरल, मिश्र, संयुक्त) (ख) वाच्यगत (कर्तृ, कर्म, भाव) (ग) कथन (प्रत्यक्ष, अप्रत्यक्ष) (घ) ध्रुवीयता (करण अकरण) (ङ.) वाक्यसंश्लेषण	कृषि र वनसम्बन्धी अनुच्छेदको बोध	-निबन्ध (स्वास्थ्य, विज्ञान र प्रविधि नागरिक अधिकार र दायित्व, आर्थिक विकास आदि)	६
१५.	कथा हारजित भवानी भिक्षु	वाक्य संश्लेषण (सरल वाक्यहरूलाई मिश्र वा संयुक्त वाक्यमा संश्लेषण)	कानून, न्याय तथा मानव अधिकारसँग सम्बन्धित अनुच्छेदको बोध	प्रतिवेदन लेखन (गोष्ठी, भ्रमण, घटना आदिको)	१०
१६.	निबन्ध खाद्य सङ्कट र जैविक विविधता डा. तीर्थबहादुर श्रेष्ठ	शब्दभण्डार (प्राविधिक तथा पारिभाषिक शब्द)	ग्रामीण विकाससँग सम्बन्धित अनुच्छेदको बोध	विज्ञान र प्रविधिसँग सम्बन्धित अनुच्छेद लेखन (जैविक विविधता, वातावरण, पुनर्नवीकरणी य ऊर्जा, विद्युतीकरण, आर्थिक विकास)	१०
१७.	नाटक	-क्रियाका भाव	भाषा र साहित्यसँग	व्यावहारिक	१०

क्रम संख्या	पाठ	व्याकरण	बोध	अभिव्यक्ति	पाठ्य भार
	नालापानीमा बालकृष्ण सम	-उक्ति परिवर्तन -वर्ण र अक्षर	सम्बन्धित अनुच्छेदको बोध	लेखन (समवेदना, श्रद्धाञ्जली, बधाइ, शुभकामना)	
१८.	कविता कान्छी, भट्टी र देश कृष्ण सेन 'इच्छुक'	क्रियाका काल र पक्ष	इन्जिनियरिडसम्बन्धी अनुच्छेदको बोध	-पत्ररचना (निवेदन व्यावसायिक निमन्त्रणा) -विज्ञापन	६
१९.	नाटक बहुला काजीको सपना विजय मल्ल	वाक्यका प्रकार र वाक्यान्तरण	समाजशास्त्रसम्बन्धी अनुच्छेदको बोध	टिप्पणीलेखन -कानून र नागरिक अधिकार -संचार माध्यम र जिम्मेवारी -जनता, जाति र भाषा	१०

सन्दर्भ सामग्रीहरू :

१. घिमिरे, माधवप्रसाद, नेपाली हामी रहौंला कहाँ नेपालै नरहे, किन्नर किन्नरी, काठमाडौं : साभा प्रकाशन ।
२. पारिजात, मानुषी, बैँसालु वर्तमान ।
३. शेरचन, भूपी, मेरो देश, घुम्ने मेचमाथि अन्धो मान्छे ।
४. अधिकारी, दिनेश, हर्कबहादुर, धरतीको गीत, काठमाडौं : साभा प्रकाशन ।
५. 'इच्छुक', कृष्ण सेन, कान्छी भट्टी र देश, इच्छुक रचनावली भाग -२ ।
६. मैनाली, गुरुप्रसाद, छिमेकी, नासो, काठमाडौं : साभा प्रकाशन ।
७. भिक्षु, भवानी- हारजित ।
८. कोइराला, विश्वेश्वरप्रसाद- शत्रु, दोषी चस्मा, काठमाडौं : साभा प्रकाशन ।
९. विकल, रमेश, मधुमालतीको कथा ।
१०. राई, इन्द्रबहादुर (२०२७), रातभरि हुरी चल्यो, विपना कतिपय, श्याम ब्रदर्स दार्जिलिङ् ।
११. देवकोटा, लक्ष्मीप्रसाद, भलादमी, लक्ष्मी निबन्ध संग्रह, काठमाडौं : साभा प्रकाशन ।
१२. अर्याल, भैरव, आलु ।
१३. शर्मा, श्यामप्रसाद, आइमाई साथी ।
१४. श्रेष्ठ, डा.तीर्थबहादुर (२०६५-२-३२), खाद्य सङ्कट र जैविक विविधता, हिमाल ।
१५. त्रिपाठी, सुधा (२०५३), म फूल लिएर आउनेछु, जीवनसूत्र र स्वप्नाभास, काठमाडौं : जिगीषा प्रकाशन ।
१६. सम, बालकृष्ण (२०२०), नालापानीमा, चार एकाङ्की, काठमाडौं : रोयल नेपाल एकेडेमी ।
१७. मल्ल, विजय (२०२८), बहुला काजीको सपना, काठमाडौं : साभा प्रकाशन ।
१८. प्रधान, हृदयचन्द्र सिंह, एक चिहान ।
१९. अधिकारी, हेमाङ्गराज र भट्टराई, बट्टीविशाल (२०६१), प्रयोगात्मक नेपाली शब्दकोश, काठमाडौं : विद्यार्थी पुस्तक भण्डार ।

। नमुना प्रश्नपत्र

१. कुनै एक प्रश्नको उत्तर दिनु होस् :

५

-s_ tn lb0Psf j 0f{x}sf]pRrf/0f :yfg / kφTg 5'6&dfpg' xf] M
u, ^, j, x, n .

-v_ tn lb0Psf zAbsf]clf/ ; Argf / ; ^Vof ; d] b\yfp'g' xf] M
:ofn, sdn, cGof, lj z\ftf, cf1fsf/L .

२. शुद्ध गरी पुनर्लेखन गर्नु होस् :

५

hfkg, ef/t / g\kfn Plzof dxfbzdf 5g eGg' xf] \t 0 ebf / j ^\nfbz s'g\dxfbzdf k5g\ ; Q]s'/f s]xf]eg]lo kgl oxl dxfbzsf dh's xg\

३. तलको अनुच्छेदमा रेखाङ्कन गरिएका शब्दको शब्दवर्ग पहिचान गरी लेख्नु होस् :

३

ufpbf Ps hgf a9f /x\$g\ Ps lbg pgnf0{eφg csf{a9f dfG5]cfP5g\t/ eφ xg ; sφ5 .
ufph{x}n]s7}0 lar/fn]bMv dfq kP eg\$g\

४. तलको अनुच्छेदबाट दुई दुई वटा तत्सम र आगन्तुक शब्द खोजी लेख्नु होस् :

२

Ps lsnf]df; ' pTkfbg ug{bz lsnf]zfsxf/L ef]hg vkt xG5 cyf{Vps wgl df;+xf/L dfG5h]
; fukft, bw, bxl, l3p h:tf vfg]s'/fdf dfq lge{ bz hgf ul/a zfsxf/Lsf]vfg x; '5{. s]of]
zf]f0f xf0g < 7G8f lbdfun]; f]f]t 0

५. कुनै दुई प्रश्नको उत्तर दिनुहोस् :

२×३ =६

-s_ tnsf]cgR5]af6 5 j 6f pk; u{JoTkGg zAb / 5 j 6f k\oo JoTkGg zAb klxrfg u/L n\y'g' xf] \
M

lbge/ sfd u/\$fn] xfdl ylst e0{rf]f/Ldf a; } cf/fd ub{lyoff, hg]hl /ft /df0nf]
lyof]. s; \$f]dgdf sefjgf tyf ablgot lyPg . xfdln]s; }f0{bj fRo af]h\$ klg lyPg}t/
cs:dfT\p6f hBdfxf xfdl] 5]pdf cfof]/ xfdlnf0{cfqmd0f ug{bikof; u'of]. klxn]t xfdl

5Ss kYoff. lsg cfqmdof ug{nfufsf]xf]hf egl lh1f; 'gh/n]x]off. t/ kltsf/df gplqP 3f0t] xg]8/ lyof]. xfdln]xf]; of/ eP/ cf^gf]arfp ug]lgwf]uYoff.

-v_ tnsf]cgR5]af6 Itg ; d:t zAb / Itg lãTj zAb vfh]l ; d:t zAbnf0{lj ux ug{xf] V lãTj zAbdf bf]xf]/Psf]cæ 56]dfpg' xf] \

cfk]nf]hgdel'dnf0{rkrfk lj b]z]lsf]s[kfkf] agfpg vfh]g]sf] b]z slxNo}cfdlge{ xbg . cfn]tkm]t' s'/df cgdf] ; do latfpg]dh'sn]cu|ult lnb] . cfk;L }u8fsf]hfnf]r6fr6 sf6} cljZjf; sf vf8nx] /ftf/ft k/] ha wtlk]qx] :jfjndal aG5g\ ta hgtfsf] efl]of]osf 9f]sf]x] 3Yofs3?s vhf xG5g\ s]l]qmf]Gt u/] nxnx afnl 'hfp]g ; s] ko6g l]q]sf] lj sf; u/] g]kfn]sf xftdf lj b]z]l dbf] 5g5g aHg] Joj:yf ldnfpg ; s] :j b]z]l 8f]Bsf]Bfdf kf0g]cgdf]h h8la6ln]hg:jf:Yo / ?Uof cy]Gg ; an kfg{; s]oxf]g a]f]huf/L /xG5 g t ul/al g}. o; sf lglDt s]n b]z]l{g]Tj / lqmfzln oj fhf] sf vfh]f]5 .

-u_ tnsf]cgR5]af6 5 j 6f ; lGwoSt JoTkGg zAb klxrfg u/L Itgsf]; lGw lj R5] ug{ xf] \

3/h' cTofj Zos ; /; fdfg lSg dfg; x] ahf/ hfG5g\ ahf/sf]le8ef8df slxn]fxlf j of] tyf s]f]s]x]nf0{ck7]f]klg xG5 . o:t}xhdhdf rf]l]sf]l]aulaul xG5 eg]/S:of]x]nf]klg af6f3f6fdf b]w lbG5g\ ; 8s k]l]sf Jofkf/Ln]; f]f]f; fef] ufph]nf0{; Ssnl dfn egl g]Ssnl dfn a]f] 7U5g\

६ . कुनै एक प्रश्नको उत्तर दिनु होस् :

५

-s_ tnsf]cgR5]nf0{kl]n^u eP :qln^u / :qln^u eP kl]n^u]df kl/j t]g u/L jfSo 9]rf ; d] ldnf0{kgn]v]g ug{xf] \

Ps lbg Pp6f oj s 6f8v]hdf lxf8 /x]f]/x] . Pp6L oj tln]p; nf0{ af]hf05 . oj tl Tof]oj s htf hfg]xf]Tot}hfg]/lx5 . p; nf0{To; oj sn]rflxf]lrg]f]/x]5 . lrg]hfgkl5 To; oj sn]To; oj tl; u e]f] ; ^sf] gdfgl s'/f ug{yfn] .

-v_ jfSo 9]rf ; lxt Ps j rgnf0{ ax] rgdf kl/j t]g ug{xf] \

d slf !! df k9]lj Bfyl{xf. sn]hdf d]f]Ps hgf dg ldnf]; fyl 5 . ; fyl dnf0{dfof dfq x]f]g ; xof]u klg u5{. d lbg]xaf6fdf p; nf0{e]f]5' . pm klg ; w]dnf0{e]f]g]k]f; u5{.

७. कुनै एक प्रश्नको उत्तर दिनु होस् :

६

-s_ n]nf0{ af6, af/f, df / b]v lj elSt nfu\$ f leGg leGg sf/ssf]kpf] ePsf 5 j 6f j fSodf s'g} 36gfsf]j 0fg ug{xf} \

-v_ tnsf]cgR5]sf j fSonf0{; a\lt ldnf0{kgn]vg ug{xf} \

d]f]alxgl kf]/fsf]dl0fkfn sn]hdf 8fS6/L k95 . d]l ef0 rflxf ; ft slffdf k95]. tkf0{kf]/f hfG5 ; < hfg]eP lx8\ d klg alxgl e]g kf]/f hf}5 . xfdl ba}; u}hfnf; \

८. कुनै दुई प्रश्नको उत्तर दिनु होस् :

४×२=८

-s_ tnsf hl6n j fSoxnf0{cf7 j 6f ; /n j fSodf 56]dfpg' xf} \

tkf0nf0{; b]fosf]bZ0 xg]dg 5 eg]gu/ sf] hfg' xf} \ gu/ sf]af6 ; b]fo /fd]L xg]{kf0G5 eg]j/k/sf]bZ0 klg b]vG5 . hg dfG5]h]gu/sf]ed0f u5{p; n]; b]fosf]bZ0 xQkQ la; 6g . gu/ sf]n]ko6g Joj ; fo a9fPsf]5 / :yfglo dflg; x]sf nflu cfo cfh]sf]af6f]klg vhfPsf]5 .

-v_ cfj Zos s'/f yk36 u/] tnsf j fSoxnf0{j fRo kl/j t]g u/L kgn]vg ug{xf} \

; KtfxGtdf ; fylx; u ; x/ u0G5 . ; x/df l; g]f x]vG5 . b0{rf/ lbg Toxf a;] /df0nf]ul/G5 . cfk]nf0{rflxg]; fdfg lslgG5 . csf]xktft/ dfq 3/ lkm/G5 . ; x/sf /demaf/]3/df a]llj :tf/ nufP/ ; 'g0G5 . ; fg]ofqf j QfGt n]y] klqsdf klg 5kf0G5 . csf] ; KtfxGt s; /L dgfpg]eGg] lj ifodf kgM ; fl]rG5 .

-u_ tnsf j fSox]रूलाई Pp6}j fSodf ; Zn]f0f ug{xf} \

r/fn]cf^gf]u8 cfk] agfp5 . d; fn]cfk] a:g]kj fn cfk] vG5 . d's k]flx; cf^gf]cf>0 :yn cfk] agfp5g\ r]gzln dfgj xfdln]cfk]b]z cfk] agfp5' k5{.

९. तलका अनुच्छेदहरू पढी सोधिएका प्रश्नहरूको उत्तर लेख्नु होस् :

१०

jftfj /Of eGgn] To:tf] kfs[ts klqmf -s[qd klqmf klg_ xf] h; n] sg} klg 7fp[sf] pGdSt
 bZosf] lGdf[u/\$f] xG5 . h:t] k; nsf] jftfj /Of eGgf; fy aRg /flvPsf ljleGg ; fdgx;sf] bZosf
 ; fy} aRg] tyf lsGg] dflg; x;sf] tl:a/ xdf] dl:tisdf tof/ xG5 . To; }u/L :shsf] jftfj /Of eGgn]
 k9g] k9fpg] lzlf] tyf lj Bfyl; slff sf]fx, s; l; 6h, snf]kf6L, lstfa, snd, v] d]fg cflbsf]
 af]w xG5 . To:t}ufp[sf] jftfj /Of eGgn]; fw/OfM yf]dflg; , df6fn]kf]sf yf]3/, j l/kl/ uf0L /
 eBfafvf] afw\$] xff; sV/f kfn\$] bfp/f 3ff; tyf k/fnsf]yk] cin k/ vf]hf, 0gf/ jf s]f cflbsf]
 'ns / ; x/L jftfj /Of eGgf; fy lrNnf ; 8s, p]hofn]lahhl aQL, ; lsnf nuf nufPsf dflg; , df/ /
 uf8L u8\$] pBf] sn sf/vfgf / To; af6 lg:s\$]w]f]sf]d:nf] /fd] tyf clnf 3/x; cflbsf] 'ns
 h:tf s/f al'G5g\

o; /L .jftfj /Of] zAbsf] k]w] cy} eP klg of] vf; u/L o; cGtu; vf]hfgnf, xjf fkgf,
 df6f] 9n, tfn, ; fu/, dxf; fu/, d?eld, jg h^un, lxdfn cflb kb5g\

jftfj /Of vf; u/L ; hlj / lghl] b0{cfwf/et tEj x; ldn] ag\$]xG5 . lghl] tEj eGgn] 3fd
 jf p]hf{ xjf, kfgl, df6f] tyf hljnf0{ cfjZos kg] tEj x; al'G5g\ ; hlj tEj eGgn] ; 1d
 hlj f0f]v] 7h7hf hgjf /sf ; fy} af] la?jf h:tf k]j]lsf ; Dk0f{k]f] tyf jg:kltx?nf0{alem5 . lghl]
 tEj x;sf] lglZrt ; dfgk]ts ; Argfsf cfwf/df lglZrt jftfj /Of tof/ ePsf] xG5 . Toxl jftfj /Of
 cg; f/ ; hlj x;sf] ; 6 xG5 . To; }sf/Of ; hlj / p; sf] j/k/sf] jftfj /Of jf lghl] tEj x; lar
 cbZ0 jf ck]olf lsl; dsf] 3lgi7 cGt/; DaGw e0 /xG5 . oxl cGt/; DaGwnf0{ kfl/l:y]ts k]ffnl
 elg5 . o; lsl; dsf] kfl/l:y]ts k]ffnlsf] cWoog ug]zf:qnf0{kfl/l:y]tsl zf:q elg5 .

प्रश्नहरू

- s_jftfj /Of eg\$]s]xf]<
- v_ufpf / ; x/sf] jftfj /Ofdf s]km/s 5 <
- u_jftfj /Ofsf ; hlj / lghl] tEj x; s]s]xg<
- 3_kfl/l:y]ts k]ffnl]s:tf]cGt/; DaGwsf]cWoog ub5 <
- ^_ ; dfgk]ts / .kfl/l:y]ts k]ffnl] sf]cy{nvg' xf] \

१०. तलको अनुच्छेद पढी मुख्यमुख्य पाँच बुँदा टिपोट गर्नुहोस् :

slj ; 6f xf] pm ; 6 u5{ . ; o k^stdf n]vf klg h'g s/f eGg ; lsb] slj n]To; nf0{Ps}
 k^stdf c' /fd/L eGg ; S5 . k]ftsf Ps}ls/Ofdf ; f/f /^ / ;ksf]s:tf]/df0nf]9f\$ p345 .
 Ps}ws]lk]of d:sfgdf ; Dk0f{k]t k\$6 xG5 . cdfsf] Pp6}sfvdf cfzlj]sf cgGt klnx;
 knlq65g\ ; 6fsf] snfsf] t]]] cf]vfn] cs} ; k / cs} clek]o b]b5 . Ps hgf cGt/lf ofqln]
 eg\$] lyP- ox]af6 d]h] ; 6 ; f]bo\$]hf]lj]lrq /^ / cfef b]y\$]5, To; sf]jOf] d ug{ ; lStgf

o; sf lglDt t slj g}rflxG5 . ; [6df h]hlt 5, Tolt g}olt ljlrq 5 ls To; sf]efiff kf0bgl
 k/Gt' slj sf ljlrq j f0lfd To; sf]dlxdf dvl/t xG5 . j }zfvL /ftdf sX'sX' ub{sf0nl dfgf}lj :do
 / cfZrodo e0{kv}f vf}h} p8] }p85]/ j ; Gtnf0{af}hfp5]. laxfgl kv ; b}sf ls/0fx; h; /L
 l5/la/fP/ cfpq yfN5g,\ To; /L g} wflagl r/Lsf sns07af6 p; sf lr/la/ j f0flx; lr/lal/g
 yfN5g\ hxf;c; Ps ZAb klq aflg ; Stgg}slj Toxf; ; x; |; Gb/, ; x; |; /n ZAb aflg ; St5 .

११. कुनै एक प्रश्नको उत्तर लेख्नु होस् :

५

-s_ cf^gf] 3/df Pp6f 6}nknf} nf0g h8fg ul/ lbg cg/f} ub{ :yfglo b' ; ~rf/ sfof}onf0{
 ; Daf}vg u/L Pp6f lgj }g n}g' xf] \

-v_ 'f8f kvfnfaf6 aRgsf nflu ckgfpg' kg{:j f:Yo ; DaGwl lj ifonf0{ ; d}l :yfglo :j f:Yo s}b}h}
 tof/ kfg{Pp6f ; }gf n}g' xf] \

१२. आफ्नो विद्यालयमा सम्पन्न वार्षिकोत्सव कार्यक्रमका सबै कुरा समेटी १५० शब्दसम्मको एउटा प्रतिवेदन तयार पार्नु होस् ।

५

cyj f

बढ्दो महँगी शीर्षकमा १५० शब्दसम्मको टिप्पणी लेख्नु होस् ।

१३. तल दिइएका मध्ये कुनै एक शीर्षकमा निबन्ध लेख्नु होस् :

१०

-s_ d}f]k}j L M d}f]b}

-v_ g}k}nsf]cfl}j sf; df ko}g pBf}sf]el}dsf

-u_ d}f]hljgsf]nlo

१४. एक चिहान उपन्यासको तल दिइएको अंश पढी सोधिएका प्रश्नको उत्तर दिनु होस् :

१०

aTo; f]eP 8/ nflbf]s'/f 5 afa' l ca slxNo}gaf}hfpq" tl 8fS6/nf0{k} / . dnf0{/fd}yxf 5
 pgl Åbodf n} klq bof ePsf dflg; xf}gg}cfh; Dd 6f}hsf]sf}l la/fdlnf0{dkmtdf x} / lbPsf
 klq 5gg} ; z^ast efj df ci6gf/fgn]eg].

j 4, cgejl cf^gf afa'sf]of]s/f ; g7 lzjgf/fgsf]Åbodf klg z^a\$fsf]alhf/fk0f eof] tfklg
 cfkt\df sfd lbPsf]xgfn]pgsf]ul/aln]Tof]z^a\$fnf0{lhpq lbPg . o; h}lzjgf/fgn]cf^gf lktfHo"
 ci6gf/fgnf0{ ; D`fP/ eg} æ8fS6/ uffQ k|fb ; fob clu v/fa}lyP xf]fg,\ t/ kl5 ablng]
 dflg; xç klg t w}}5g\af ð slt bofn' dflg; klg t kl5 cgf7f] Æ lgb6L eP/ uPsf 5g\Æ

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-s_ dflysf] kyd cgR5df uffQ k|fbs] r|/qaf/]ul/Psf]cfz^a\$ sIQsf]plrt 5 < ts{; lxt
 nVg' xf] \ %

-v_ dflysf] bf] f] cgR5df JoQm ul/Psf] egf0 cg; f/ uffQ k|fbdf kl/j tç cPsf} xf] t <
 pk6of; sf cfwf/df :ki6 kfg{xf] \ %

१५. कुनै दुई प्रश्नको उत्तर दिनु होस् :

२×५=१०

-s_ tnsf]slj tfz k9L ; f]wPsf kZgxçsf]Ps b0{f fSodf pQ/ lbg' xf] \:

hxf

xl/of xl/of kxf8sf km/of

clns tn ; f/7

lgdh, :j R5 / Gofgf]3fddf

lxdfnn]; w}9f8 ; \$}f]xG5

d hlt 6f9f eP klg Tof]d7f]bç

; w}d7f]dgn]

; kgfdf kf0nf 6\$}f]xG5

प्रश्नहरू

-!_ o; slj tfzdf s:tf]j ftj /0fsf]lrq0f 5 <

@_ o; cædf .xl/of]km/of] eg7 s]hf0{elgPsf]5 / To:tf]km/of s; n]nufPsf]5 <

-#_ .lxdfnn]; w}9f8 ; \$}f]xG5l eGgsf]tftko{s]xf]<

-\$_ dgn]; kgfdf kf0nf 6\$g' eg}f]s]xf]<

-%_ o; cædf elgPsf]dVo s'/f s] xf]<

-v_=tnsf]syfæ k9L ; flwPsf kZgx?sf]pQ/ lbg' xf] \

æof]; a}; aUt ugsf]km . 7hf a8fsf]; aUtsf]lj if t dxdf/L km]en]kf]km]G5 t . o; n]xfl
h: tfsf]t kf]r':5 . To]3/sf]xfj faf6 hlt ; Sof]k/}/fv eGof] dflGbgf]ltdl .Æ

æof] Sof, 5f]fxçsf] l5d\$ /] xfdl] lbblcdfn] eGof . oxfsf 5f]fxçsf]; aUtn] d lalupf /] Sof,
To; h]xfl 3/ ; /\$]Æ

प्रश्नहरू

-!_dflysf egf0 ss; sf xg\<

-@_dflysf klxnf]/ bf] fl]p4/0fdf j Stfsf]b[6sf]0fdf s]leGgtf 5 <

-#_..7hf a8fsf]; aUtsf]lj if t dxdf/L km]P en]kf]km]G5 t] eGgsf]tftko{s]xf]<

-\$_ lbblcdfsf]Joj xf/sf sf/0f afNok]df afw k]u\$]5 eG]s'/fk]t tkf0[; xdt xgxG5 < xgxG5
eg]lsg <

-%_ 5f]f / a8fsf]; dfh gxgsf nflu s]xg' knf<

(ग). तलको निबन्धांश पढी सोधिएका प्रश्नको उत्तर दिनु होस् :

æS:tf]lj lraqtf, cfn' vfP klG dfG5]vfPsf]s'/f ; sfg{; Sb] . ; fob o; h]xf]hf .cfn' vfP/ k]fsf]wfs...
nufpg]rng rn\$]f]. pl; gsf]eft x; /] dl; gsf]ehf Ho'gf/ u/] eGg]v lnP/ ad k8\$fo{zflGtsf]
cleofg rnfPsf]eGg]Dd bhf{bhf\$ wSs'afhxç ; #/df kfG5g\ af:tadf ol ; a}cfn' vfP/ k]fsf]
wfs nufpg]xg\cyf{\sdn]u/\$]glrtnf0[wfsn]9fSg' cfn]fbsf]wld\$ kif xf] hf]la; h]ztfAblsf
k]o\$ JolQm]kfng ug]k5{.Æ

k7gx2

-!_ dfG5h]cfn' vFP/ klg vFPf eGg g; Sg'sf]sf/Of s]xf]<

-@_ cfn' vFP/ k8fsf] wfs nufpgk2 s:tf xG5g\ <

-#_ cfn'fbsf]wfd\$ klf s]xf]<

-\$_ e}j cofh'sf]la; f}ztfAb'sf dfG5hf0{xg}o; b[[6sf]fk|t tkf0\$[s] k|tlqmf 5 <

-%_ dflysf]cgR5}df s; nf0{Jo^No ul/Psf]xf] <

(१६) शत्रु हुँदै नभएको मान्छे हुन्छ कि हुँदैन ? शत्रु कथाका आधारमा आफ्नो प्रतिक्रिया लेख्नु होस् ।

५

विशिष्टीकरण तालिका (प्रश्न योजना)

क्रम	परीक्षणिय पाठ्यवस्तु	प्रश्नको प्रकृति	सोधिने प्रश्न सङ्ख्या	उत्तर दिनु पर्ने प्रश्न सङ्ख्या	अङ्क	विवरण/खोलुवा
!	gkfnl j 0f{/ c1f/ ; Argf	klxrfgdhs	@ s_ j 0f{ v_ c1f/	!	%	s_ pRrfo{kfr Jo-hg j 0f{lbo{ltgsf] :yfg, kφTg, 3fifTj / kφfTj dWlo] sg}b0{cfwf/af6 kZg ; fljg]. v_ a9ldf kfr c1f/; Ddsf kfr j 6f zAb lb0{ ltgsf] c1f/ ; Argf / ; aVof 56&dfpg nufpg].
@	j 0f{l j Gof; / lrxg kl/ro	klxrfgdhs	!	!	%	hDdf !) j 6f q16 -j 0f{/ dfqfut cf7 / lrxgut b0{ ePsf kfr jfSof] Pp6f cgR5ϕ lb0{ To; nf0{ z4 ug nufpg].
#	zAbj u{klxrfg	klxrfgdhs	!	!	#	lj leGg zAbj u{f 5 zAbdf /yfa\$g u/l zAbj u{ klxrfg ug{ nufpg]. o;df sDtldf Pp6f zAb rflxf ju{ lj rng ePsf]lbg].
\$	zAb; ft	klxrfgdhs	!	!	@	@% zAb; Ddsf] cgR5ϕ lb0{ To; af6 tT; d, tb&j / cfuGt'sdWlo] s'g}b0{ cfwf/af6 ag\$ f b0{ b0{ zAb vfljg]

						nufpg].
%	zAb JoTkfbg	klxrfgdhs tyf kpfjgdhs	#	@	^	<p>s_ tT; d tyf tbèj bj}; f]sf lTg pk; u{ / lTg kToo lb0{ zAb agfpg nufpg].</p> <p>v_ pk; u{ / kTosf] of]n] agsf sdtldf cf7 -rf/ j6f pk; u{ JoTkGg / rf/ j6f kToo JoTkGg_ zAbxç ePsf]cgR5ð lb0{To; af6 # j6f pk; u{ JoTkGg / # j6f kToo JoTkGg zAb vfl]g nufpg] cyjf pQm JoTkGg zAbdWo] 5 j6fdf /yfa^sg u/L pk; u{/ kToo 56ðdfpg nufpg].</p> <p>u_ ;d:t tyf lätj zAbxç ePsf] cgR5ðaf6 lTg ;d:t zAb / lTg lätj zAb vfl]l ljuç tyf lätj ljR5ð ug{nufpg].</p> <p>3_ ;lgwoSt pk; u{ JoTkGg, kToo JoTkGg, ;d:t JoTkGg / cf]zs tyf cfkl/jltç lätj JoTkGg zAbxç ePsf]cgR5ð lb0{To; af6 ;lgwoSt 5 j6f zAb klxrfg u/L ;lgw ljR5ð ug{nufpg].</p>
^	zAb çkfog	çkfjnl -; Hfkt_	@	!	%	<p>s_ kln^al jf :qln^al stf{ePsf] k:/k/df clGjlt ldnçf kfr jfsosf] cgR5ð lb0{ To; nf0{ ln^alut cfwf/df jfSo 9firf kl/jtç ug{nufpg].</p> <p>v_ Ps jrg jf axjrg stf{ePsf] kfr jfsosf] cgR5ð lb0{ jrgsf cfwf/df To; sf]jfsO 9firf kl/jtç ug{nufpg].</p> <p>u_ ljleçg k?if / cfb/fyl{stf{ePsf] kfr jfsosf] cgR5ð lb0{ jfSo 9firf ;lxt k?if tyf cfb/ kl/jtç ug{nufpg].</p> <p>3_ sg} Ps sfn, klf / efj;ü</p>

						;DalGwt lqmfkboSt kfir jfSof] cgR5# lb0{jfSo 9firf kl/j t# ug{ nufpg].
&	jfSo t[ej -sf/s, ljeSt tyf kb ;^alt_	klxrfgdhs / @ /rgfTds	!	^		s_ ;a}sf/s / ljeStsf]k#f# ePsf] cgR5#sf !@ zAbdf /yfa\$g u/L sf/s klxrfg ug{nufpg]. v_ 56&f56&}sf/s / ljeStsf]k#f# u/L 5 jfSodf sg}ljifosf]jOf# ePsf]cgR5# n#g nufpg]. u_ ;^alt -ln^, jrg, k?if, cfb/ gldn\$#f 5 j6f jfSox# ePsf] cgR5# lb0{ ;^alt ldnfpg nufpg].
*	jfSofT/of	klxrfgdhs / # kl/j t#fTds -; /rgfTds jfSofT/of, jfRo kl/j t#, w]lotfkl/j t#, syg kl/j t#, jfSo ;Zn#fOf_	@	*		s_ rf/ j6f hl6n -ld> tyf ;#St_ jfSo ePsf] cgR5# lb0{ To; nf0{ cf7 j6f ;/n jfSodf jf cf7 j6f ;/n jfSof]cgR5# lb0{rf/ j6f hl6n jfSodf jfSofT/of ug{ nufpg]. v_ sg}Ps jfRo -st{ sd{jf efj_ sf cf7 jfSof]cgR5# lb0{csf] jfRodf kl/j t# ug{nufpg]. u_ s/of, cs/of u/L cf7 j6f jfSox# ePsf]cgR5# lb0{w]lotf -s/of jf cs/of_ df kl/j t# ug{ nufpg]. 3_ k#olf jf ck#olf syg ePsf rf/ j6f jfSo lb0{syg kl/j t# ug{ nufpg]. a_ rf/ j6f ;/n jfSox# ePsf] cgR5# lb0{Pp6}jfSodf ;Zn#fOf ug{nufpg].
(k7g af#	af#fTds kZg ! / zAbfy{ -b[6f#_	!	!)	!	kf7& k':tsleqs}af# ;fdullaf6 @)) b]v @%) zAb;Ddsf] uBf# lb0{ tYok/s, lgisiffTds, cg'dfgfTds / ;Gbe{af#s j:tut rf/ j6f kZg /

						zAb=kbfjnlut cy{ nVg] Ps kZg u/L kfr kZg ; fVg].
!)	abf l6kfϕ jf ; #fks/of jf ; #fkof -; #p=_ JolStut ljj/of	abf l6kfϕ / !	!	!	%	b[6fz ; fdullaf6 !)) b v !@% zAb; Ddsf]cgR5ϕ lb0{kfr j6f abf l6kfϕ ug{nufpg] jf Ps t[lofzdf ; #fks/of ug{nufpg] jf sg}JolStsf ljj/of lb0{lgwfk/t 9firfdf JolQmut ljj/of nVg nufpg].
!!	Jofj xfl/s nVg	/rgfTds	@	!	%	lgj ϕg, Jofj; flos kq jf ; Dkfbnsnf0{ lr7ldWo] sg}Ps ; fVg] tyf ; rgf / lj 1fkgdWo]sg}Ps ; fVg].
!@	kl tj ϕg nVg jf l6kk0fl nVg	cleJolSt	@	!	%	lgwfk/t 9firfdf 36gf, ; df/fx, :ynut eϕ0ofdWo] sg} Ps ljifodf !%) zAb; Ddsf]Pp6f kl tj ϕg nVg nufpg] cyj f sg} Ps ljifodf !%) zAb; Ddsf]l6kk0fl nVg nufpg].
!#	lgaGw nVg	cleJolSt -lgaGwTds_	#	!	!)	lj leGg k\$[t-j:tut / cfTdut bj} sf Itg zlif\$ lb0{#)) zAb; Ddsf] Pp6f lgaGw nVg nufpg].
!\$; flxltos /rgfsf k7g -pkGof; / gf6s_	kf7k/s ; dlffTds	@	!	!)	pkGof; / gf6saf6 sg}cz lb0{lj ifo j:t', dh efj, syfgs, kfq, kl/j zsf kf7ut ; Gbe{ klxNof0{ pQ/ nVg nufpg].
!%	; flxltos /rgfsf k7g -slj tf, syf / lgaGw_	; GbeK/s	#	@	!)	slj tf, syf / lgaGwsf]sg}p4/of jf kf7 lb0{To; sf cfwf/df ; Gbe{ lj ifo j:t', ts{ cflbdf cfwf/t kfr kfr j6f kZg ; fVl pQ/ nVg nufpg].
!^	; flxltos /rgfsf k7g	kl tlqmf nVg	@	!	%	s_ sg} kf7; Eu ; DalGwt kZg lb0{ kl tlqmf nVg nufpg].



**GLOBAL
COLLEGE**
OF MANAGEMENT
Mathematics
(Subject Code: 116)

Grade – XI

Full Marks 100
Teaching hours 150

Unit - 1: Set theory, Real Number System and Logic	10 teaching hours
Unit - 2: Relations, Functions and Graph	12 ,, ,,
Unit – 3: Curve Sketching	10 ,, ,,
Unit – 4: Trigonometry	10 ,, ,,
Unit – 5: Sequence and Series and Mathematical Induction Sequence and Series:	12 ,, ,,
Unit – 6: Matrices and Determinants	8 ,, ,,
Unit – 7: System of Linear Equations	8 ,, ,,
Unit – 8: Complex Numbers	12 ,, ,,
Unit - 9: Polynomial Equations	8 Teaching Hours
Unit – 10: Co-ordinate Geometry	12 ,, ,,
Unit – 11: Circle	10 ,, ,,
Unit – 12: Limits and continuity	10 ,, ,,
Unit – 13: The Derivative	8 ,, ,,
Unit – 14: Application of derivative	9 ,, ,,
Unit – 15: Antiderivatives and its applications	9 ,, ,,

Reference books:

1. Bajracharya, Prakash Muni, Fundamentals of Mathematics-XI, Buddha Publication, Ktm.
2. Adhikary, D.B., Elements of Mathematics-XI, Exata Books and Distributors, Ktm.
3. G.C. Phan Bahadur et.al., Mathematics-XI, Asmita Books Publication, Ktm.
4. Awasthi, Ramesh Prasad, Mathematics XI, Unice Educational Publication, Ktm.
5. Mahato, Hem Chandra et.al., Mathematics-XI, G-7 Publication Pvt. Ltd., Ktm.
6. Mishra, Sailendra Kumar et.al., Conceptual Mathematics-XI, Divya Deuralis Publication, Ktm.
7. Bajracharya, D.R. and et.al, Basic Mathematics-XI, Sukunda Pustak Bhawan, Ktm.
8. Shurma, Basat Raj et.al., Essentials of Mathematics-XI, I.M Publication Pvt. Ltd., Ktm.



Principles of Accounting
(Subject Code: 124)

Grade – XI


Full Marks 100
Teaching hours 150

Unit – 1:	Book Keeping and Accounting concept - Meaning and concept of Book-keeping and accounting - Origin and evolution of Book-keeping - Definition of Book-keeping and accounting - Function of accounting - Scope of Accounting - Objectives of Accounting - Double entry Book-keeping	8 Teaching hours
Unit – 2:	Rewarding of Transactions - Basic terminologies - Rules for debit and credit - Book of Original Entry - Ledger Accounts - Sub-division of Journals - Purchase book - Sales book - Purchase return book - Sales return book	20 teaching hours
Unit – 3:	Cash and Banking Transaction - Conceptual foundation for cash and banking transactions - Cash Book - Bank Reconciliation Statement	15 Teaching hours
Unit – 4:	Trial Balance	
Unit – 5:	Journal Paper and Accounting Errors - Journal paper - Accounting error and rectification of errors	10 Teaching hours
Unit 6:	Capital and Revenue concept	2 Teaching hours
Unit – 7:	Preparation of Final Account - Trading Account - Profit and Loss Account - Balance Sheet - Preparation of final accounts	30 Teaching hours
Unit – 8:	Depreciation - concept and cause of depreciation - advantages for providing depreciation - factors effecting the amount of depreciation	

	- Accounting treatment of depreciation under fixed installment and reducing balance method		
Unit – 9:	Reserve and provision	2	Teaching hours
Unit – 10:	Accounting for non-trading concern	15	„ „
	- Concept of non-trading concern		
	- Receipt and payment accounts		
	- Income and expenditure account and balance sheet		
Unit – 11:	Accounting for incomplete records	15	„ „
	- Single entry system for of book-keeping		
	- Preparation and ascertainment of profit or loss		
	- conversion of single entry system into double entry system		
Unit – 12:	Government Account	22	„ „
	- Concept, objectives and features of government		
	- Account difference between government and commercial accounting		
	- Accounting system		
	- Principles and accounting system		
	- Bank cash book		
	- Budget sheet		
	- Ledger accounts		
	- Petty cash book		
	- Expenditure report		

Prescribed Text Book:

1. Mansuelli Sprenger – Intermediate Accounting – Vol - I
2. Glenn A. Welsh – Intermediate Accounting – Vol – II
3. Kenneth F. Koerber – College Accounting



**GLOBAL
COLLEGE**
OF MANAGEMENT
Principles of Accounting
Grade XII
(Subject Code: 224)

Full Marks 100
Teaching hours 150

Unit – 1:	Company Accounts - Company and its formation - Capital of a company - Method of raising company - Issue of shares and accounting for share issue - Debentures - Balance sheet of company	20 Teaching hours
Unit – 2:	Final Account of a company - Trading and manufacturing account - Profit and loss account - Profit and loss appropriation account - Balance sheet	20 Teaching hours
Unit – 3:	Cost Accounting - Theory of cost accounting - Brief introduction of method of costing - Brief introduction of cost - Classification of cost - Accounting for materials - Stock level - Accounting or labours - Accounting for overheads - Unit for output costing	45 Teaching hours
Unit – 4:	Financial Statement Analysis - Financial statement - Ratio analysis - Statement of changes in financial position	
Unit – 5:	Auditing - Conceptual foundation - Types of auditing - Modes of Auditing - Internal check and control	30 Teaching hours

Prescribed Text Book:

1. Mansuelli Sprenger – Intermediate Accounting – Vol - I
2. Glenn A. Welsh – Intermediate Accounting – Vol – II
3. Kenneth F. Koerber – College Accounting



Economics
(Subject Code: 126)

Grade – XI

Full Marks 100
Teaching hours 150

Part – A:	Quantitative Techniques in Economics	
Unit – 1:	Basic Statistics used in Economics	33 teaching hours
Unit – 2:	Mathematics used in Economics	15 teaching hours
Unit – 3:	Quantitative Analysis in Economics	2 teaching hours

Part B: Basic economic concepts

Unit – 4:	Nature of Economics	10 teaching hours
Unit – 5:	Basic Economic issues	7 teaching hours
Unit – 6:	National Income accounting	10 teaching hours
Unit – 7:	Meaning and Indicators of Economic development	8 teaching hours

Part C: Nepalese Economy

Unit – 8:	Natural Resources of Nepal	10 teaching hours
Unit – 9:	Human Resources	8 teaching hours
Unit – 10:	Agriculture	7 „ „
Unit – 11:	Poverty	10 „ „
Unit – 12:	Industry	10 „ „
Unit – 13:	Transport and Communications	5 „ „
Unit – 14:	Foreign Trade	4 „ „
Unit – 15:	Government Finance	4 „ „
Unit – 16:	Development Planning	7 „ „

Reference books:

1. Kanel, Navaraj et.al., Principles of Economics-XI, Buddha Prakashan, Ktm.
2. Adhikari, Ramesh Prasad, Economics-XI, Asmita Pustak Prakashan, Ktm.
3. Kharel, Khom Raj. Et.al., Economics (In Nepali Medium)-XI, Sukunda Pustak Bhandar, Ktm.
4. Kharel, Khom Raj. Et.al., Economics (In English Medium)-XI, Sukunda Pustak Bhandar, Ktm.
5. Ghimire, Rabin et.al., Econoics-XI, G-7 Publication Pvt. Ltd. Ktm.
6. Adhikari, Gyan Mani, Economics-XI, Sunrise Prakasan Pvt. Ltd., Ktm.
7. Sharma, Yadab, et.al., Economics, Stististics and Mathematics-XI, Bhundipuram Prakashan, Ktm.



Economics
Grade XII
(Subject Code: 226)

Grade – XII

Full Marks 100
Teaching hours 150

Part A – Micro Economics


Unit –1:	Basic Concept of Market Economy	15 Teaching hours
Unit – 2:	Elasticity of Demand and its Measurement	8 Teaching hours
Unit – 3:	Theory of consumer's Behaviour	12 Teaching hours
Unit – 4:	Factors of Production	15 Teaching hours
Unit – 5:	Theory of Production	10 Teaching hours
Unit – 6:	Revenue and Cost Curves	15 Teaching hours
Unit – 7:	Theory of Price and Output Determination	10 Teaching hours
Unit – 8:	Theory of Factors of Pricing	15 Teaching hours

Part – B: Money, Banking, Public Finance and International Trade

Unit – 9:	Money	10 Teaching hours
Unit – 10:	Banking	10 „ „
Unit – 11:	Public Finance	18 „ „
Unit – 12	International Trade	12 „ „

Prescribed Text Book

1. K.K. Dewelt, J.D. Verma – Elementary Economic Theory
2. Dhungel, Kamalraj and Mainali, Ananta, (200), A Text Book of Economics, Ekata Prakashan, Ktm.
3. Joshi, Murari Mohan, (2058), Economics Class XII, National Book Center, Ktm.
4. Joshi, Shyam, (2061), An Introduction to Economic Theory, Nabin Prakashan, Ktm.
5. Kharel, Khomraj, (2060), Economics Class CII, Sukunda Pustak Bhawan, Ktm.
6. LKibsey, R.G., and Chrystal, K.A., (2003), Principles of Economics, Oxford University Press.
7. Central Bureau of Statistics, Statistical Pocket Book
8. Ministry of Finance, HMG, Economic Survey (current)
9. Samuelson, Economics
10. Henderson and Poole – Principles of Microeconomics
11. Prof. G.D. Pant – Easy Statistics and Mathematics for Economics.



**GLOBAL
COLLEGE
OF MANAGEMENT**
COMPUTER SCIENCE
Grade XI
(Subject Code: 130)

Full Marks: 100 (75T+25P)
Teaching Hours: 150

I. Introduction:

Information Technology has become a part of contemporary society and as a potential tool in the socio-economic development of country. As Information technology manpower is the backbone for the rapid development of ICT sector in the country, government of Nepal has accordingly identified IT as a priority sector. Keeping in view the importance of computer technology in general and indispensability of its knowledge and skill to the society in general and to the students of higher secondary level in particular, the course seeks to introduce computer science to acquaint the learner with the basic skills of computer literacy.

II. General Objective:

The general objectives of this course are to:

1. help establish a strong foundation for the development of internationally competent human resources in the field of Information Communication and Technology;
2. help decrease the digital divide; and
3. fulfill the middle level ICT Human Resources to the ICT industries.

III. Specific Objective:

After completing this course, the student will be able to:

1. explain the fundamental principle of computer system mechanism and Information and Communication Technology;
2. identify computer recourse for any specific purpose PC based application in the real life situations;
3. solve the office automation related system problems, general skill about network, internet, email and web site design;
4. provide computing knowledge and skill to individuals or organization;
5. engage in higher study of computer science and information technological course in the country or aboard;
6. provide the services as instructor of computer sciences course in schools or institutions;
7. state programming concept and tools;
8. explain the state-of-art information technology and works to change agents for spreading ICT culture in their society; and
9. encourage the student for visit the hardware and software industries, e-communities centers.

IV. Course Contents:

UNIT-1 Introduction and Evolution of Computer

- 1.1 Concept and Characteristics of Computer
- 1.2 Application of Computers
- 1.3 History of Computer: Mechanical Calculating era, Electro-Mechanical era, Electronic computers era
- 1.4 Generation of Computers: First, Second, Third, Fourth and Fifth Generation(AI) and its features
- 1.5 Computer speed and Measurement Unit

UNIT-2 Classification of Computer

- 2.1 On the basis of working principle – Analog, Digital and Hybrid Computers
- 2.2 On the basis of size – Super, Mainframe, Mini and Microcomputers
- 2.3 On the basis of brand – IBM PC, IBM Compatible and Apple/Macintosh
- 2.4 Mobile Computing

UNIT-3 Number System and Their Conversion

- 3.1 Decimal, Binary, Octal, Hexadecimal Number System & conversion
- 3.2 9's and 10's complements decimal subtraction
- 3.3 Calculation in Binary – addition, subtraction, One's and Two's Complement Methods of binary subtraction

UNIT-4 Logic Function and Boolean Algebra

- 4.1 Logic Function and Boolean Algebra
- 4.2 Introduction of Truth Table, Boolean Expression
- 4.3 Logic Gates –AND, OR, NOT, NAND, NOR, XOR and XNOR – its definition, use, truth table, logic symbol
- 4.4 Duality Principle
- 4.5 Laws of Boolean Algebra – Associative, Commutative, Distributive, Identity, Complement Laws
- 4.6 De Morgan's Theorem : Statement and Logic Expression
- 4.7 Venn diagram and its represent of logic gates(AND, OR, NOT)

UNIT-5 Computer Systems

- 5.1 Concept of Computer Architecture
- 5.2 Concept of Computer Organization
- 5.3 Components of Computer System – Input, Output, Processor and Storage
- 5.4 Microprocessor – Concepts, Components of Processor, Functions
- 5.5 Concept of System Buses: Data Bus, Address Bus, Control Bus
- 5.6 Memory – Primary and Secondary, Cache(L1, L2), Buffer, RAM, ROM
- 5.7 Storage Device – Definition, Use, Types: Hard Disk , Floppy Disk, Magnetic Tape, Flash Memory, Optical Disk(CD,VCD,DVD), External Storage Device
- 5.8 Input Devices – Keyboard, Mouse, Scanner, Light Pen, OMR, OCR, BCR, Scanner, Touch Pad Kiosk, Microphone and Digital Camera
- 5.9 Output Devices – Monitor, Printer, Plotter, Speaker
- 5.10 Computer Peripherals

- 5.11 Interfaces – Parallel Port, Serial Port, USB Ports, IEEE 1394 and Slots
- 5.12 Identification of PC Accessories and Peripherals
- 5.13 Specification of PC
- 5.14 Software and Classification
 - 5.14.1 System software: OS, Language processor
 - 5.14.2 Application software including Utilities Software
 - 5.14.3 Computer Virus and Antivirus

UNIT-6 Operating System

6.1 Fundamental Concept

- 6.1.1 Introduction to Operating System
- 6.1.2 Role of Operating System
- 6.1.3 Functions of an Operating System
- 6.1.4 Types of Operating System: Based on Processing Method (Batch, Multitasking, Multiprocessing, Timesharing, Real Time), Based on User Interface (GUI, CUI), Based on Mode of User (Single-user & Multi-user)

6.2 Disk Operating System (DOS)

- 6.2.1 Introduction to CUI and it's feature
- 6.2.2 Common DOS Commands (External and Internal Commands)
- 6.2.3 Concept of File and Directory
- 6.2.4 Wildcards and Pathname
- 6.2.5 System Files: Config.sys, IO.sys, MSDOS. sys, autoexec.bat

6.3 Windows Operating System

- 6.3.1 Introduction to GUI and its features
- 6.3.2 Working with a Window Environment
- 6.3.3 Working with a Windows Application Program
- 6.3.4 Working with Files and Folders
- 6.3.5 Customizing the Taskbar and Desktop
- 6.3.6 Customizing Windows
- 6.3.7 Use of Accessories

6.4 Concept of Open Sources Operating System

- 6.4.1 Introduction to Open Sources Operating System
- 6.4.2 Introduction to Linux, UNIX

UNIT-7 Programming Concepts & Logics

- 7.1 Programming Languages(Low level, High level, 4 GL)
- 7.2 Compiler, Interpreter and Assembler
- 7.3 List of high level Programming Language
- 7.4 Difference between Program and Software
- 7.5 Concept of Programming Statement
- 7.6 Syntax and Semantics errors
- 7.7 Program Control Structures: Sequence, Selection and Iteration.
- 7.8 Program Design tools – Algorithm, Flowchart and Pseudo code
- 7.9 Introduction to Data Type

7.10 Codes: Absolute Binary, BCD, ASCII ,EBCDIC, Unicode

UNIT-8 Application Package

8.1 Word Processor

- 8.1.1 Concept of Word Processor
- 8.1.2 Types of Word Processing
- 8.1.3 Basic terms of word processing
- 8.1.4 Working and Editing Text
- 8.1.5 Formatting Characters and Paragraphs
- 8.1.6 Formatting Pages
- 8.1.7 Working with Tables
- 8.1.8 Working with Templates and Styles
- 8.1.9 Drawing and Working with Graphics
- 8.1.10 Performing a Mail Merge
- 8.1.11 Document Collaboration
- 8.1.12 Working with Outlines and Long Documents
- 8.1.13 Working with WordArt and Charts
- 8.1.14 Project Work on Word Processor

8.2 Spread Sheet

- 8.2.1 Concept and Use of Spread Sheet
- 8.2.2 Types of Spread Sheet
- 8.2.3 Basic fundamentals of Spread Sheet
- 8.2.4 Formatting a Worksheet
- 8.2.5 Creating and Working with Charts
- 8.2.6 Managing Workbooks
- 8.2.7 General Functions and Formulas
- 8.2.8 Data Filter and sorting
- 8.2.9 Working with Other objects
- 8.2.10 Data Analysis and PivotTables
- 8.2.11 What-If Analysis
- 8.2.12 Project Work on Spread Sheet

8.3 Presentation

- 8.3.1 Concept of Presentation
- 8.3.2 Types and use of Presentation Program
- 8.3.3 Basic fundamental of Presentation
- 8.3.4 Editing a Presentation
- 8.3.5 Design and Formatting Presentation
- 8.3.6 Transition of Presentation
- 8.3.7 Animation and Custom Animation
- 8.3.8 Working with Tables, Graphics and WordArt
- 8.3.9 Working with Graphs and Organization Charts
- 8.3.10 Working with Multimedia
- 8.3.11 Project Work on Presentation

UNIT- 9 Internet and E-mail

9.1 Internet

- 9.1.1 Introduction of Internet
- 9.1.2 Uses of Internet:
- 9.1.3 Concept of Protocols
- 9.1.4 Web Browser, Web Page, Website, Web Server, URL, DNS
- 9.1.5 Search Engine, Messenger Services
- 9.1.6 Setting Browser Properties
- 9.1.7 Setup Network Connection

9.2 E-mail

- 9.2.1 Concept of E-mail
- 9.2.2 Uses of E-mail
- 9.2.3 Different types of E-mail Account
- 9.2.4 Web Based E-mail and POP E-mail

Unit- 10 Web Page Designing

- 10.1 Introduction to HTML
- 10.2 Types of Tags
- 10.3 Basic Structure of HTML
- 10.4 Character Formatting (Paragraphs, Heading, Text format)
- 10.5 Create an Ordered and Unordered List
- 10.6 Insert Images and Objects
- 10.7 Create Hyper Link
- 10.8 Create Table
- 10.9 Design Frames and Form
- 10.10 Concept of CSS and Script Language
- 10.11 Webpage Design and Editing Tools
- 10.12 Project Work on Web Page

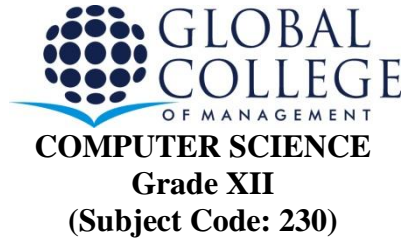
UNIT-11 Final Project Work

- 11.1 Project Work on Webpage or Spread Sheet
- 11.2 Documentation of the Project

Reference books:

1. Gurung, J. B.; Baskota, A; Baral, D.S.; Baral, D.; Niroula, R.; Dhakal, T.P.
2. (2008), A Text Book on Computer Science Part-A Second Edition,
3. Kathmandu: Bhundipuran Prakashan.
4. Subba, B.R., Computer Science Grade-XII, Kathmandu: Taleju Prakashan.
5. Khanal, R. C. (2007), Computer Practical Volume-I, Kathmandu: Ekata
6. Publication.
7. Pudasaini, D.Shakar; Adhikari, N., A Text Book on Computer Science Grade
8. XI, Kathmandu: Buddha Academic Enterprises Pvt. Ltd.
9. Basandra, S. K. (2008), Computers Today Updated Edition, Galgotia

10. Publication.
11. Leon, Alexis and Leon, Mathews, Fundamental of Information Technology,
12. New Delhi: Vikash Publishing Houses.
13. Sinha, P. K. (2003), Computer Fundamentals (Cd) 4th Edition, BPP
14. Publication.
15. Rajaraman, V. (2007), Fundamental of Computer, Prentics Hall, Fourth
16. Edition.



Full Marks: 100 (75T+25P)
Teaching Hours: 150

I. Introduction:

Information Technology has become a part of contemporary society and as a potential tool in the socio-economic development of country. As Information technology manpower is the backbone for the rapid development of ICT sector in the country, government of Nepal has accordingly identified IT as a priority sector. Keeping in view the importance of computer technology in general and indispensability of its knowledge and skill to the society in general and to the students of higher secondary level in particular, the course seeks to introduce computer science to acquaint the learner with the basic skills of computer literacy.

II. General Objective:

The general objectives of its course are to:

1. help establish a strong foundation for the development of internationally competent Human Resources in the field of Information Communication and Technology;
2. help decrease the Digital Divide; and
3. fulfill the middle level ICT Human Resources.

III. Specific Objective:

After completing this course, the student will be able to:

1. state the fundamental principle of computer system mechanism and information technology;
2. identify computer recourse for any specific purpose PC based application in the real life situations;
3. solve the office automation related system problems, general networking problems, and web site design;
4. provide computing knowledge and skill to individuals or organization;
5. engage in higher study of computer science and information technological course in the country or abroad;
6. provide the services as instructor of computer sciences course in schools or institutions;
7. discuss programming tool technique and concept about database and C programming;
8. discuss the state-of-art information technology and works to change agents for spreading ICT culture in their society; and
9. encourage the students to visit the hardware and software industries, e-communities centers.

IV. Course Contents:

Unit 1: System Development Concept

- 1.1 Introduction: System, Information System
- 1.2 Types of Information System
- 1.3 System Analyst – roles, responsibilities and characteristics
- 1.4 System development Life Cycle (SDLC)
- 1.5 Importance and the necessity of SDLC
- 1.6 System Development Models: Waterfall, Prototype, Spiral
- 1.7 System Development Phase
 - 1.7.1 System Study
 - 1.7.2 System Analysis Feasibility Analysis
 - 1.7.3 Feasibility Study: Technical, Economical, Operational
 - 1.7.4 System Design
 - 1.7.5 System Development
 - 1.7.6 System Testing
 - 1.7.7 Implementation
 - 1.7.8 Maintenance and Reviews
- 1.8 Concept of System Design Tools (Context Diagram, DFD, E-R Diagram, System Flow Chart, Decision Table, Decision Tree, Use Case, UML)
- 1.9 Case Study

Unit 2: Database

2.2.1 Concept of Database

- 2.1.1 Introduction: Data, Information, Database and DBMS
- 2.1.2 Objectives of DBMS
- 2.1.3 Database Model: Relational Model ,Network Model, Hierarchical Model, Entity Relational Data Model
- 2.1.4 Concept of Normalization
- 2.1.5 Types of Normalization 1NF, 2NF, 3NF
- 2.1.6 Structured Query Language
- 2.1.7 Centralized Vs. Distributed Database
- 2.1.8 Data Security

2.2 Design Database using DBMS Software

- 2.2.1 Create a Database
- 2.2.2 Create Tables and Fields and its properties
- 2.2.3 Create a Relational Databases
- 2.2.4 Create and Run Queries
- 2.2.5 Working with Forms
- 2.2.6 Generate Reports
- 2.2.7 Formatting Forms and Reports

2.3 Project Work on DBMS Software

Unit 3: Communication and Networking

- 3.1 Introduction: Definition, Purpose of networking
- 3.2 Analog and Digital Signal, Modulation(AM, FM, PM)
- 3.3 Direction of communication flow(Simplex, Halfduplex,)
- 3.4 Types of Network: Peer-to-peer and Client/Server, LAN, MAN and WAN
- 3.5 LAN Topologies :Bus, Star, Ring, Tree, Mesh Topologies (Its definition, structure, advantages & disadvantages)
- 3.6 Transmission Media: Bound Media (Coaxial Cable, Twisted Pair cable and Optical Fiber Cable – its description, structure, advantages and disadvantages), Unbound Media (Satellite, Wireless Media, Microwave Transmission)
- 3.7 Network Connecting Device: Modem, NIC, Switch / Hub, Router, Gateway, Repeater, Bluetooth, IR, WiFi
- 3.8 OSI Reference Model – Layer wise use and function
- 3.9 Communication Protocol: TCP/IP, SMTP, POP3, FTP, HTTPs, Telnet protocol
- 3.10 Demonstration of Communication Media and Connecting Devices

Unit 4: Programming in C

- 4.1 Introduction:
 - 4.1.1 Overview, History, Features, Advantages and Disadvantages of C Language
 - 4.1.2 Structure of C program
 - 4.1.3 Compiling Process
 - 4.1.4 C Preprocessor and Header Files
- 4.2 Fundamentals of C
 - 4.2.1 Character Set used in C
 - 4.2.2 Use of Comments
 - 4.2.3 Identifiers and Keywords and Tokens
 - 4.2.4 Data Types in C
 - 4.2.5 Constants and Variables
 - 4.2.6 Type of Specifier
 - 4.2.7 Statements – Simple and Compound Statements
- 4.3 Operators and Expressions
 - 4.3.1 Operators : Precedence & Associativity
 - 4.3.2 Expressions
 - 4.3.3 Type Casting and Conversions
 - 4.3.4 Introduction to Library Functions
- 4.4 Input/Output (I/O) Functions
- 4.5 Control Structures
 - 4.5.1 Decisions (if, if - else, else if, switch, ?; operator)
 - 4.5.2 Looping (while, do while, for)
- 4.6 Array and String
 - 4.6.1 Definition of array and string
 - 4.6.2 Types of Array – One-Dimensional and Two-Dimensional(definition, declaration, and initialization.)
 - 4.6.3 String Function : strlen(), strcat(), strcmp(), strcmp(), strcpy(), strncpy(), strlwr() ,strupr()
- 4.7 Functions
 - 4.7.1 Concept of Function, function definition, function prototype

- 4.7.2 Return and Void statements of a function
- 4.7.3 Accessing a Function – Function Call (by value, by reference)
- 4.7.4 Concept of Recursion
- 4.8 Structures and Unions
 - 4.8.1 Definition and Difference between Structure and Union
 - 4.8.2 Structure: Declaration, Initialization and Size of Structure
- 4.9 Pointers
 - 4.9.1 Definition of Pointer
 - 4.9.2 Address (&) and indirection (*) operator
 - 4.9.3 Pointer Expression and Assignment
- 4.10 Working with Files
- 4.11 Concept of Data File
- 4.12 Sequential and Random File
- 4.13 Opening, Reading, Writing and Appending on/from Data File

Unit 5: Object-Oriented Programming (OOP)

- 5.1 Concept of OOP
- 5.2 Features of OOP: Class, Object, Polymorphism and Inheritance
- 5.3 Application of OOP
- 5.4 Difference between OOP and Structured Programming Language

Unit 6: Information Communication Technology and Cyber Law

- 6.1 Social Impact of the ICT
- 6.2 Digital Divide
- 6.3 Computer Ethics
- 6.4 Intellectual Properties Right
- 6.5 Privacy, Anonymity
- 6.6 Computer Crime
- 6.7 Concept of Cyber Law
- 6.8 Area of Cyber Law
- 6.9 Cyber Law in Nepal
- 6.10 IT Policy in Nepal

Unit 7: Multimedia

- 7.1 Introduction to Multimedia
- 7.2 Component of Multimedia : Text, Graphics, Audio, Video and Animation
- 7.3 Application of Multimedia

Unit 8: Artificial Intelligence

- 8.1 Concept of AI
- 8.2 Component of AI
- 8.3 Uses of AI
- 8.4 Ethical Aspect of AI

Unit 9: Contemporary Technology

- 9.1 e- Business
- 9.2 e-Learning
- 9.3 e-Governances
- 9.4 e-Medicine
- 9.5 Virtual Reality
- 9.6 Robotics

Unit 10: Final Project Work

- 10.1 Project Synopsis of the Project
 - 10.2 Project Development using C Programming
 - 10.3 Project Report
- (Project should be assigned to individual students.)

Reference books:

1. Gurung, J.B.; Baskota, A; Baral, D.S.; Baral, D.; Niroula, R.; Dhakal, T.P., A Text
2. Book on Computer Science Part-B, Kathmandu: Bhundipuran Prakashan.
3. Subba, B.R., Computer Science Grade-XII, Kathmandu: Taleju Prakashan.
4. Baral, D.S.; Baral, D.; Ghimire; S.K. (2008), The Secretes of C Programming
5. Language, Kathmandu: Bhundipuran Prakashan.
6. Subba, B.R., Computer Programming, Kathmandu: Taleju Prakashan.
7. Khanal, R. C. (2007), Computer Concept for Grade XII, Kathmandu: Ekata
8. Publication.
9. Pudasaini, D. Shakar; Adhikari, N., A Text Book on Computer Science Grade XII,
10. Kathmandu: Buddha Academic Enterprises Pvt. Ltd.
11. Balaguruswamy, E. (2000), Programming in ANSI C, Second Edition, Tata McGraw
12. Hill Publishing Company.
13. Gottfried, B.S. (2001), Schaum's Outline Series for Programming with C, Second
14. Edition, Tata McGraw Hill Publishing Company.
15. Yashavant, P. Kanetkar (2008), Let Us C E/D, BPB Publications.

Hotel Management

Grade-XI

PART A

COURSE INTRODUCTION

I. Introduction

The Hotel Management course has been specially designed to familiarize the students with hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel Line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office, and food and beverage service.

II. General Objective

The general objectives of this course are:

- to provide basic knowledge required for hospitality industry
- to impart basic knowledge required for hotel industry
- to prepare the students for Hotel Management course for grade XII

II. Specific Objectives

On completion of this course, the students will be able to:

- understand the role and nature of hospitality industry;

- identify various types of accommodation and catering establishments and their departments;
- explain interdepartmental relations in hotel and their needs and functions.

IV. Course Contains

Lesson Hours

Chapter 1: Concepts and Meaning of Tourism

20

1. Tourism

- 1.1 Concepts and nature of hospitality
- 1.2 Concepts and meaning of tourism
- 1.3 Nature of tourism
- 1.4 Components. - Attraction, Accessibility, Accommodation and Amenities.
- 1.5 Evolution (Development) of tourism - National and International
- 1.6 Importance and Impact of tourism.
- 1.7 Tourists - Meaning and concept, character, and types

Chapter 2: Introduction to Hotel

20

- 2.1. Concepts of hotel and catering establishment
- 2.2. Development of hotel and catering industry - National and international
- 2.3. Classification of catering and hotel establishments.
- 2.4. Chain hotels
- 2.5. Hotel Organization
 - Importance of organization chart
 - Organization Chart
 - Basis of departmentalization
- 2.6. Functions of each departments
 - Functional departments (Administration , Marketing, Finance)
 - Operational departments (Front Office, Food and Beverage, Kitchen, Housekeeping)
 - Interrelationship of various departments

Chapter 3: Front Office Department

30

- 3.1. Definition and role of Front Office
- 3.2. Organization Chart, staffing, and job description.
 - Sections within Front Office and their functions
- 3.3. Attributes of Front Office personnel.
- 3.4. Front Office Terminologies
- 3.5. Types of Rooms and Room Symbols
- 3.6. Registration
 - Meaning and purpose
 - Procedure and forms used
- 3.7. Check-in and check-out procedures
 - Use of various forms
 - Procedure
- 3.8. Sundry services
 - Handling message
 - Types of message
 - Providing information about hotel and facilities available
- 3.9. Coordination with other department - purpose and process.

Chapter 4 : Housekeeping Department

20

- 4.1. Definition and function of house keeping
- 4.2. Organization Chart
 - Different sections and their functions
 - Staffing and job description
- 4.3. Personal attributes
- 4.4. Housekeeping terminologies
- 4.5. Guest Room
 - Introduction
 - Contents and supplies

- 4.6. Forms and Formats
- 4.7. Linens / Uniforms
 - Definition and types
 - Storage, Inventory, control and Par stock
- 4.8. Keys
 - Types
 - Control
- 4.9. Handling situations
 - Guest complains
 - Lost and Found
 - Sick Guest
 - Death of a guest
- 4.10. Coordination and relation of House keeping with other departments.

Chapter 5 : Kitchen (Food Production) Department.

35

- 5.1. Introduction
 - Types of kitchen
 - Kitchen Planning
- 5.2. Kitchen Organization
 - Staffing and job description
- 5.3. Hygiene
 - Personal Hygiene
 - Kitchen Hygiene / safety and rules
- 5.4. Food Commodities
 - Vegetables
 - Cereals and Flours
 - Milk and milk products
 - Fruits and nuts
 - Poultry/ games

- Eggs
 - Meat (Lamb, Mutton, Pork, Buff)
 - Fish / Sea foods
 - Raising agents
 - Fats and oil
 - Spices and Herbs
- 5.5. Elementary Nutrition
- Proteins
 - Carbohydrate
 - Fats
 - Vitamins
 - Minerals and water
- 5.6. Food poisoning
- Causes and control measures

Chapter 6: Food and Beverage Service

25

- 6.1. Food and Beverage service department of hotel
- Nature and function
- 6.2. Organizational chart
- Staffing and job description
 - Outlets and their functions
- 6.3. Hospitality knowledge, skill and attitude of F and B Service staffs
- 6.4. Identification of Service equipments and other service appointments
- 6.5. Basic culinary terminologies
- 6.6. Coordination with other departments.

Breakdown of Theory, Practical and Demonstration Classes Hours

S. N.	Subject	Theory Class room	Demonstration	Total hours
1	Concepts and meaning of Tourism	20		20
2	Introduction to Hotel Industry	20		20
3	Front Office Department	25	5	30
4	Food and Beverage Service	20	5	25
5	Kitchen Department	30	5	35
6	Housekeeping Department	15	5	20
	Total	130	20	150

PART B

EVALUATION SYSTEM

Students pursuing Hotel Management course of level XI have to pass the following evaluation system. Students are required to secure minimum marks on both evaluations.

S. N.	Subject	Full marks	Pass Marks
1	Annual Written Examination	75	27
2.	Annual Practical Examination	25	10

1. Annual Written Examination

Annual Written Examination will comprise of only theory portion and the students will have to appear for the examination conducted by HSEB. The subjects and units will have the following weighting:

Distribution of Questions and Marks.

	To be asked	To be answered	Marks
Comprehensive answer question	4	3	10 x 3 = 30
Short answer question	8	6	6 x 5 = 30
Objective questions	15	15	15 x 1 = 15

	Comprehensive Answer Question	Short answer question	Objective questions
Introduction (Hospitality, Tourism, Hotel and Catering)	1	2	2 + 2 = 4
Front Office and House Keeping	2	2 + 2 = 4	3 + 2 = 5
Food and Beverage Service (F&B) and Kitchen	2 + 2 = 4	2 + 2 = 4	5 + 5 = 10

The examples of model questions are recommended at the respective chapters.

2. Annual Practical Examination

Annual examination should be held under the supervision of the official deputed from HSEB. The official from HSEB may verify the internal assessment marks with the student's performance and record maintained by the institution.

Out of 25 marks assigned for practical, 15 marks have been set aside for class performance and practical works to be evaluated by concerned teacher. 10 marks have been set for the Annual Practical Examination to be held under the supervision of the official deputed from HSEB (External examiner)

Evaluation system should follow the followings and the official deputed from HSEB may verify/ endorse the evaluation form and other supporting documents maintained by the teacher/institution. The official will fill in the Annual Evaluation Format being prescribed by HSEB, along with the Internal Evaluation Form and submit to Higher Secondary Education Board, Office of The Controller of Examination. For the evaluation purpose the external examiner deputed from HSEB will organize oral/ written and practical examination within the framework prescribed by course and teaching manual.

Teachers/ institutions are requested to consider following points while evaluating student's performance.

1. **Attendance:** Teachers are advised to evaluate the regularity of students. It is expected to be minimum 75%.
2. **Class performance / Practical performance:** Teachers are advised to give home assignments and involve students in practical. The grading should be done on the basis of their participation/ performance. Teachers should evaluate on their understanding of the subject matter.

Short answer questions should be asked in the classroom to find out their level of understanding. Class / Practical performance should also include **Homework and reports maintained in file**. Each student needs to maintain a homework copy and a file. The teachers are required to check/evaluate the file and home work on regular basis.

3. **Grooming:** Student's grooming is evaluated
4. Marks obtained in different term examinations should be filled up in the form as prescribed below

Form to be applied by the institution

Name of the Institution:

Subject:

Class:

Date /Batch:

S. N.	Name of the students	Attendance Marks (3)	Grooming Marks (3)	Term Marks (5)			Homework, Class performance and file Marks (4)
				Ist	IInd	IIIrd	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							

Faculty: ----

Signature ---

Date -----

PART C

TEACHING MANUAL

Unit I Concepts and Meaning of Tourism

20 teaching hours

Course Description

This unit covers understanding of hospitality. This course introduces with tourism, its components, nature and evolution and role of tourism. This course also introduces tourists

Overall objectives

The overall objectives of this course are to: -

- familiarize with varied aspects of hospitality
- acquaint with basic nature of service
- impart knowledge about tourism, tourist, and their nature;
- create awareness about the importance and impact of tourism.

Topic (Unit) introduction

This unit consists of six different sub-units such as: -

1. Concepts and meaning of hospitality
2. Nature of service
3. Concepts, meaning and nature of tourism.
4. Components of tourism
4. Importance and impact of tourism.
5. Evolution of tourism (national and international)
6. Meaning, types, and characteristics of tourist

Prerequisite

A basic understanding about the service organization will be very helpful. Students should be made aware of the difference between produced goods and service and realize the importance of customer service in service business. Visit to hospitality industry such as hotel and travel agencies and tourism destination will be beneficial.

Objectives of the Unit

After the completion of this unit the students will be able to:-

1. define hospitality.
2. explain the nature of service.
3. describe the meaning, nature and components of tourism.
4. know the evolution of tourism - national and international.
5. realize the importance and impact of tourism.
6. understand who is tourist, their nature and types.

Specification of the content areas of the unit in terms of duration

This unit is divided into 7 sub-units. The time involved in these unit are as given.

S.N	Content areas	Teaching hours
1	Meaning of hospitality and nature of service	3
2	Meaning and concepts of tourism	3
3	Nature of tourism	1
4	Components of tourism	4
5	Evolution of tourism	3
6	Importance and impacts of tourism	3
7	Meaning and types of tourists	3
	Total	20

Description of contents areas of the unit

This unit is divided into different sub-units follows :-

1. Meaning of hospitality
Introduction - General meaning
Service - Meaning and its nature
2. Tourism
Introduction - General meaning
Types of tourism.
Determining factors of tourism
3. Nature of tourism
4. Components of tourism
Concept of attraction in tourism, and types.
Concept of accessibility in tourism and types.
Concept of accommodation in tourism and types.
Concepts of amenities and examples of amenities provided by different tourism related organizations.
5. Evolution (Development) of tourism
International - Pre industrial revolution (Ist phase)
- 1840 to the end of IInd World War (IInd phase)
- Modern tourism
Tourism development in Nepal
6. Importance and impacts of tourism in Nepal
Economic importance and impacts
Social (cultural) importance and impacts
Environmental impacts
Measures to minimize negative impacts and highlight the positive impacts.
7. Meaning and types of tourists

Instructional Materials, Equipments and Tools

Posters, charts, pictures, text book reference materials, and classroom discussion followed by class lectures.

Instructional process/ strategies

The teachers should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Students can absorb the ideas and concepts more easily if they have an opportunity to discuss in a group. Discussion is valuable in introducing a new topic or unit. Students are advised to refer the following books

- Introduction to Hotel Management XI, page 1-50 by Ananda Ghimire & Surya K. Shrestha,
- Travel and Tourism an Introduction, page 11 - 66, and page 104 - 119 by Ananda Ghimire.
- Tourism Fundamental and Practices" page.37/38 by A K Bhatia,
- Tourism & Travel Management by Biswanath Ghosh Page 2/3.

Evaluation

The teachers should give home works. The grading is done on the basis of classroom participation and homework. Teacher should ask short answer questions in the classroom to find out student's level of understandings.

Teachers / institution are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation as described in the Evaluation Part II.

Model questions

Long Answer Questions (10 marks)

1. Discuss the meaning and nature of service hospitality
2. Trace the history of tourism development of Nepal.
3. What is tourism? Write down its types.
4. What is tourism? Why is it necessary in a developing country like Nepal?
5. What is tourism? Write its nature.
6. Explain the nature of tourism?
7. Explain the impacts of tourism? How do you minimize the negative impacts of tourism?
8. What is attraction in tourism? Write its types.
9. What is accessibility in tourism? Explain its types.
10. What is accommodation in tourism? List its types
11. What is the meaning of amenities in tourism? Give examples of amenities provided by different organizations.
12. Who are the tourists? Explain their types.
13. What do you mean by hospitality? Mention its nature.

Short Answer Questions (5 marks)

1. Write short notes on hospitality
2. Explain briefly about service
3. Explain Eco-tourism
4. Explain briefly sustainable tourism
5. What do you understand by accessibility in tourism?
6. What do you understand by attraction in tourism?
7. Explain about the serviced accommodation
8. Write briefly about supplementary accommodation
9. What do you understand by amenities in tourism?
10. Differentiate between manmade attraction and natural attraction
11. Who are tourists and excursionists?

Definition of Key terms

1. **Adding value** - Extra item, image, product or service which add value to the product. For example a good-looking receptionist add the quality of hotel, a garnish on food add value of the food. It can be service tool, service staff, environment, image of the owner or chef, etc. Travel agency add value to the quality of hotel or vise versa.
2. **Accessibility** - possibility/ availability/ transport
3. **Accommodation** - a place to stay overnight.
4. **Adventure tourism** - to convert the adventure into pleasure for the purpose of tourism business
5. **Attraction** - Any thing/object/activity which attracts tourists and attach with it.
6. **Amenities** - Extra facilities, service added with attraction, accessibility and accommodation to create tourism. It includes trust, friendship, hospitality, etc
7. **Back of the house**- Staffs who are not directly involved in providing service. Guests rarely interact with them
8. **Continuously rendered service.** The services are prepared and provided when customer is physically present. Here service is process and is extended to a time limit and it is face to face interaction. For example reservation service, restaurant service, massage, etc
9. **Excursionist** - Temporary visitors, who stay less than twenty- four hours
10. **Front of the house** - Staffs directly involved in providing services. For example receptionist, bellboys, gatekeeper, etc.
11. **High-touch service**- the services which are prepared in advance and customer will receive when he wants such as room reservation, fast food, printed information, housekeeping service, etc

12. **Hospitality**- Literal meaning is "looking after guests well". It includes organizing, providing services and taking proper care of guests. It means friendly and generous treatment of guests. **Hospitality industry** includes all companies involved in providing services for guests. They are travel agencies, hotels, lodges, inns restaurants and all other recreational centers. They provide more mental satisfaction than tangible objects.
13. **Intangibility**- Which can not be seen, tested, felt heard or smell or measured before they are delivered and received by customer. For example travel experience, trust, confidence, hospitality, satisfaction, etc.
14. **Inseparability**- To receive the service customer must be personally and physically present at the point of delivery. Customer can not be separated from the point of delivery. Service is available at the **Point of Service Delivery (POD)**
15. **Interpersonal**: - Personal / individual / connected with or relationship between people.
16. **Perishability**- Which can not be stored. Service cannot be stored. Unused service of a particular day cannot be sold next day or in advance.
17. **Point of contact**- Place, item, product, staff, service customer contact to receive service. It can be building, service environment, delivery items, staffs, follow travelers which they contact and receive positive or negative feelings.
18. **Product formation**. - To put different products and services together to form a product to satisfy the customer. Hospitality is a product formation. It is not made one single item. For example room includes comfort, security, privacy, convenience, cleanness and hygiene, personal, etc
19. **Service brigade**- Team of staffs involved in providing service

20. **Sunlust:-** To travel in search of sunshine/ Adventure activities./ Outdoor activities.
21. **The Moment of Truth.** The actual time when customer interacts with service staff. It is the moment of contact when no management has control. It is the motivation, skill, tools of the service and expectation, behaviour, expectation of the customer determines the quality of the service.
22. **Urban Tourism** - Tourism operated in urban area
23. **Variability** - Services are highly variable. The quality of service depends upon how, when where and who provides them. Each time customer receives different levels of satisfaction from the same level of service, same food gives different test to different people.
24. **Village tourism** - To utilize village and villagers for the purpose of tourism. Tourism managed and operated by villagers for the villagers. Tourism managed and operated by villagers for the villagers.
25. **Wanderlust:** - The desire to travel far away and to many different places to travel to know/ to explore

Text and Reference:

1. **An Introduction to Hotel Management XI** - Ananda Ghimire and Surya K. Shrestha, Ekata Books Distribution Katmandu (2005)
2. **Travel and Tourism an Introduction** - Ananda Ghimire, Ekata Books Distribution Katmandu (2005)
3. **Tourism Fundamental and Practices** - A K Bhatia,
4. **Tourism and Travel Management** - Biswanath Ghosh
5. **Tourism in Nepal** - Y.R. Satyal.
6. Brochures, pamphlets, flyers published by travel organisations.
7. Tourism promotional materials published by NTB and Nepal Government

Unit- II Introduction to Hotel

20 teaching hours

Course description

This unit covers an understanding of catering establishment, hotel and its organization. This unit also introduces with different departments and their functions.

Overall objectives

The overall objectives of this course are:

- to familiarize with hotel and catering establishment;
- to introduce with different department and functions of a hotel
- to explain interrelationship of various departments

Topic (Unit) Introduction

This unit consists of 6 different sub-units.

1. Meaning/ definition of hotel and catering establishment.
2. National and international development of catering and hotel business.
3. Classification of hotels
4. Chain hotels
5. Hotel organization and departmentalization
6. Function and interrelationship of each department.

Prerequisite

Teachers are advised to organize a visit to tourist standard hotel and feminization them with different departments and services of each of the department provides. On the basis of their visit students will prepare the organization chart. In the prepared chart the students will identify the point

of administration, point of service (point of contact), point of sales, and differentiate between earning and non-earning departments.

Objective of the Unit

After the completion of this unit the students will be able to:-

1. define hotel and catering establishments
2. explain the evolution (development) of hotel and catering
3. identify the different types of hotel and their services
4. explain importance of organizational chart
5. understand hotel chains and list names of international hotel chains.
6. explain departmentalization functions.
7. realize the importance of interrelationship of each department.

Specification of the content areas of the unit.

This unit is divided into sub-units as follows. The time involved in these units are as given below.

S. N.	Subject	Teaching hours
1	What is catering	1
2	Various types of catering establishments	2
3	What is a hotel.	1
4	Classification of hotels on the basis of location, number of rooms, types of clients, length of stay, facilities (Star/Crown), Service, Economy, Management	3
5	Concept of chain hotels and classification (Partnership, Franchise, Marketing, Management)	2
6	Some pioneers of hotel and catering.(International and Nepal)	2

7.	Importance of Organizational Chart	1
8	Hotel Organization and departmentalization	2
9	Functions of each department	5
10.	Interrelationship of various department	1
	Total	20

Description of contents areas of the unit

This unit is divided into 4 sub-units. The first part is related to catering, second is related to hotel and third part is related to basics of organization and departmentalization and fourth part is related to functions of different departments of a hotel organization. The detail of the area is as follows

1. Catering
 - Introduction of catering
 - Types of catering
2. Hotel
 - Introduction
 - Classification of hotels :
 - On the basis of service and supplementary
 - On the basis of facilities or service (Star / Crown / Diamond)
 - On the basis of Location.
 - On the basis number of rooms,
 - On the basis types of clients,
 - On the basis length of stay of clients, (Star/Crown),
 - On the basis economy,
 - On the basis of management.
 - On the basis of plan.
 - Chain - Introduction to chain hotels
 - Classification on the basis of Partnership, Franchise, Marketing, and Management

- Some popular pioneers of hotel and catering
- 3. Hotel Organization
 - Introduction to organization.
 - Importance of Organization
 - Hotel Organization
 - Hotel Organization Chart on the basis of scale of operation.
 - Functions of various Departments.
- 4. Interrelations of various department

Instructional materials

Posters, organization charts, pictures, text book materials, classrooms discussion should be followed by lectures.

Instructional process/ strategies

The teachers should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Students can absorb the ideas and concepts more easily if they have an opportunity to discuss them in a group. Discussion is valuable in introducing a new topic or unit. Students will be given to refer the following book

- **An introduction to Hotel Management XI** page 51 - 77 by Ananda Ghimire and Surya K. Shrestha.
- **Food and Beverage Service** - Dennis R. Lilicrap, John A Cousins, Third Edition 1990 ELBS.
- **Hotel Front Office Training Manual** - Sudhir Andrews
- **Theory of Catering** - Ronald Kinton and Victor Ceseram

Teachers need to encourage students to list different class of hotels located at different parts of Nepal. At the same time students need to be familiar with hotels, resorts and jungle lodges of Nepal.

Teacher / institution need to organize a students field visit to familiarize the students with star hotels. On the basis of field visit students will identify the importance of hotel location, accessibility, need of amenities. At the same time they will explore the layout of the hotel and different departments, staffs and their responsibilities. Each student is required to prepare a hotel chart identifying **Point of Service Delivery (POSD)** or **Point of Contact (POC)**, **Point of Management (POM)** and **Point of Sale (POS)**

Teachers are required to be familiar with modern management concepts such as what is management and administration, basic functions of management - planning, organization, basis of departmentalization, span of control, delegation and decentralization, coordination and controlling, marketing, etc

Evaluation

The teachers should give home works and evaluate student's level of understanding. The grading is done on the basis of class participation. He should ask short questions in the class to find out student's level of understand. The teacher should evaluate their performance on the basis of their response, participation on the classroom and performance of the given homework.

Teachers / institution are required to prepare and maintain a evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at Evaluation Part II

Model Questions

A. Long answer question (10 marks)

1. What do you understand by accommodation in hospitality industry?
2. What do you understand by catering? Mention its types.
3. What is hotel ? Classify them under different heading.
4. Write a short essay on the development of hotel in Nepal.
5. What is organization and why it is important in a hotel establishment.
6. What are the basics of hotel organization. Explain major departments and their functions.
7. Explain the functions of different departments of a hotel with example of hotel organization chart
8. Draw a hotel organizational chart and explain the functions of its departments.

B. Short answer question (5)

1. What do you understand by accommodation?
2. Explain briefly types of catering establishment
3. What are the commercial catering establishments. List their names
4. Mention the types of transport catering
5. Define Hotel
6. What is service accommodation, mention their names?
7. Classify types of hotel on the basis of location.
8. Classify hotel on the basis of star grading
9. What do you understand by supplementary accommodation?
10. Explain chain hotels by their types.
11. Write down the importance of organization

13. Write down the importance of hotel organizational Chart
14. Prepare a medium hotel organization chart and identify the Point of Management (POM), Point of Service Delivery (POSD), Point of Sale (POS)

Definition of key terms

- **Accommodation**- a place to stay over night. It may be serviced or non-service. Some of them are directly related to tourism and some of them are not directly related to tourism but they provide overnight stay facility for the travellers. Service accommodations provide housekeeping facility.
- **Cater** - to serve, to supply or provide food. **Catering** - refers to food and drinks. **Catering industry** - refers to hospitality industry providing foods drinks and in certain section accommodation also. **Catering establishment** - An organization which provides food with an objective to satisfy its customer. It includes two aspects; one food and beverage, and other is service. It offers the environment. The difference need to be noticed between " food for food" and "*food for pleasure*" or "*food for test*"
- **Commercial catering establishment** - catering establishments opened with profit earning motive.
- **Chain hotel** - group of hotels belonging to or managed by the same company. They may h have partnership, franchise, management, marketing agreement.
- **Hotel** - The word hotel originated from the word "hostel" and again the word hostel originated from the word "host". Hotels may be generally defined as places which provide overnight, furnished, and serviced accommodation in return for payment". Hotel provides

accommodation meals and refreshments for those who reserve such facilities.

The dictionary defines hotel as “a place which supplies board and lodging” or “a place for the entertainment of the travelers”. British Law defines hotel as a “Place where a bona fide traveler can receive food and shelter, provided he is in a position to pay for it and is in a fit condition to be received”. A hotel is an establishment, which supplies board and lodging by the intention to earn profit, where all persons are prepared to pay a stipulated price for their accommodation; that is furnished or a place to sleep or occupy. They occupy with or without contract as to duration but it should not be permanent. The Hotel may furnish quarters and facilities for assemblage, conference, provide supporting. According to the World Tourism Organisation (WTO) tourist accommodation is used to denote the facilities operated for short term accommodation of guests, either with or without service against payment and according to fixed rates.

- **Hospitality** - is looking after guests or taking care of guests in a friendly and generous manner. **Hospitality industry** - includes all establishments involved in providing services for guests that is lodging, food and beverage and recreational activities.
- **Organization** - the process of combining the work of individuals or groups to perform for the fulfillment of the common goal of an enterprise. **Business organization** - Business is the total activities carried to earn or produce asset or profit. It may be trade, commerce or industry or service. **Organization Chart** - diagram of people working in various departments, showing how a company or office is organized. It describes the responsibility, duty, position, etc of every departments and staffs involved in it.
- **Service accommodation** - accommodation centers providing house-keeping service. The center which has recognized the service as a

product. Where service is provided to earn profit.(housekeeping - see UNIT 6)

- **Supplementary accommodation.** - Not related to tourism and not registered as business organization. They do not provide housekeeping facility. They do not sale their service but they provide accommodation facility.

Key words

Airport Hotel	Downtown Hotel	Food and Beverage
Food Production	Front Office	Housekeeping
HRD/ HRM	Industrial Catering	Inn
Lodge	Motel	Resorts
Room division	Suburban Lodge	Welfare Catering
Youth Hostel		

Text and Reference Books

1. **An introduction to Hotel Management XI** - Ananda Ghimire and Surya K. Shrestha
2. **Food and Beverage Service** - Dennis R. Lilicrap, John A Cousins , Third Edition 1990 ELBS.
3. **Hotel Front Office Training Manual** - Sudhir Andrews
4. **Theory of Catering** - Ronald Kinton and Victor Ceseram
5. **Destination Nepal** - Nepal tourism Board.

Unit- III Front Office Department

25 teaching hours

5 teaching hour class room demonstration

Total 30

Course description

This unit is an introduction of Front Office. It will explain the organization and its functions. The Front office includes different units but at level XI the course includes introduction to guest room, registration, check-in, check-out procedures, and sundry services.

Overall objectives

The overall objectives of this course are to :-

1. explain the Front Office and its organization
2. explain the terminologies used in Front Office
4. introduce the types of rooms and room symbols.
5. explain the registration process.
6. explain the check-in , and check-out process.
7. explain the handling of sundry services.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Front Office terminologies, room symbols, registration. check-in and check-out and sundry services are functional work to be performed by Front Office staffs.

1. Introduction of Front Office.
2. Organization of Front Office.

3. Types of room and Room Symbols.
4. Reception and providing information
5. Registration .
6. Check-in and check-out
7. Sundry services

Objective of the unit

After the completion of this unit, the students will be able to :-

1. define the Front Office, its organization and functions of each unit.
2. explain the terminologies used in Front Office
3. identify the types of rooms and room symbols.
4. handle the registration process.
5. know process the check-in , and check-out process.
6. handle sundry services.
7. understand the importance of coordination of front office with other departments.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 9 sub-units. The time involved in these units are as given below :

S. N.	Sub-unit	Teaching hour	Class room demonstration hour
1	Definition and role of Front Office	3	
2	Organization Chart, Staffing and Job description	4	

3	Attributes of Front Office personnel	2	
4	Front Office terminologies	3	
5	Types of Rooms and Room Symbols	2	
6	Registration	4	1
7	Check-in and Check-out procedures	3	2
8	Sundry services	3	2
9	Coordination with other department	1	
	Total	25	5 (25 + 5 = 30)

Description of contents areas of the units

This unit is divided into two sub-units, they are as follows:

1. Definition and role of Front Office.
 - Meaning of Front Office
 - Role of Front Office Staffs
2. Essential Attributes of Front Office Staffs
3. Front Office Organization, its units and their Functions
 - Organizational chart
 - Reservation
 - Reception
 - Registration.
 - Information.
 - Front Office Cashier and night audit.
 - Lobby and lobby manager - Bell Desk
 - Business Centers
 - Travel Desk

- Concierge/ Bell Desk
- Telephone / Operator / Exchange
- 4. Front Office Equipment.
 - Room Rack
 - Key Rack
 - Mail and Message
 - Reservation Rack
 - Information Rack
 - Folio Tray
 - Account Posting machine/ Computer
 - Voucher Rack
 - Cash Register
 - Telephone equipment- Call accounting system
 - Credit Card Imprinted - Magnetic Strip Reader
- 5. Room Status and Front Office terminologies
- 6. Types of Rooms
 - Single Room
 - Double Room / Twin Room
 - Triple Room
 - Dormitory
 - Cabana
 - Studio
 - Suits - Single suits, Double suits, Duplex suit, Royal Suit, Pent house
 - Beds - Single bed, Double bed/Twin bed, Extra bed, King-size bed, and Queen size bed.
 - Hotel Plan - EP, CP, BB, BP, MAP, AP, Full Board.
- 7. Reception
 - Importance and functions

8. Registration
 - Meaning
 - Purpose of registration
 - Registration process.
 - Registration forms
9. Information
 - Meaning and their functions
 - Flow of information
 - Basic information need to know.
10. Check-in procedures.
 - Meaning, importance
 - Check -in Process - Group Check -in, VIP Check-in.
12. Check-out procedures.
 - Meaning , importance
 - Check-out process - VIP Check-out.
13. Sundry services
 - Handling message
 - Types of message
 - Providing information about hotel facilities available
14. Front Office coordination with other departments.

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarize with equipment basic knowledge of their operation such as Key Rack, Reservation Rack, Information Rack, Folio Tray, Computer, Voucher Rack, Cash Register, Telephone equipment- Call accounting system, Credit Card Imprinted - Magnetic Strip Reader

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel and introduce with Front Office. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participate in

- Preparing Front Office Organization Chart
- Preparing and filing of Guest registration Card
- Role play in Check-in and check-out process.
- Receiving message and managing message slip

Students will be given to refer following books:

- **An Introduction to Hotel Management** - page 81-111 by Ananda Ghimire and Surya K. Shrestha.
- **Hotel Front Office** - Charles E. Steadmon and Michael L. Casanva; AHAM USA
- **Hotel Front Office Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation. He should ask short questions in the class to find out student's level of understanding. The teacher should evaluate their performance on the basis of response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management course are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at the Annex 1

Model questions

Comprehensive Answers (10)

1. Prepare Front Office Organization chart identifying role and functions of each sections.
2. Explain the role and attributes of Front Office staffs
3. What are the functions of reception and methods of registration.
4. Write down to step by step process of check-in
5. Prepare the step by step process of check -out
6. Write down the importance of Front Office coordination with different departments.

Short answer questions (5 marks)

1. Define front office
2. Explain the role of Front Office staff.
3. Prepare Front Office organization chart.
4. Write short notes on the function of reception
5. Write in short the function of reception.
6. Write short notes on Front Office lobby.
7. List down the equipment used in Front Office and explain their functions.
8. Explain the duties and responsibilities of reception department.
9. Explain the duties and responsibilities of registration department.
10. Write down the step by step process of Group check-in.
11. Write down the step by step process of VIP check-in.
12. Write down the step by step process of check-out.

13. Write down the basic information an information assistant must know.
14. Write short notes on Hotel plan.

Definition of key terms

Channel of communication - system or process of communication. How communication moves within department.

Check- in - to arrive at a hotel and write name and address in a list. Action of arriving and registering. **Check- in procedure** - formalities to be done when a guest checks in (allocating a room, taking guest's name, asking the guest to sign the hotel register).

Check-out - action of leaving and paying the bill. **Check -out procedure** - formalities to be done when a guest checks out (presenting the bill and making sure it is paid, taking the room key, etc).

Concierges - a moving information desk. The tables are set up for special function, festival, for a special group or for events.

Errand Card- is a task card which mentions room number, guest name and luggage types. It is prepared by reception and hand over to bell boy.

Image building- Creating good well of the company. Representing positive image of the company.

In-house guest- Guests staying in the hotel.

Personal grooming - process of positive development of a staff.

Paging- Process of identifying and informing of a guest.

Reference point - From where information are received.

Scanty baggage - term used for any guest with light baggage

Skipper- A room status term indicating that the guest has left the hotel room without making arrangements to settle his or her account.

Sundry Services - Extra services. Small but important services provided to the guests. It includes message, male handling of guests.

Registration - The procedure by which guest signifies the intention to stay at the property by completing and signing a registration card. **Registration Card** - the card filled at the time of registration.

Key Words

AP	APT	Adjoining room	Adjacent room
Amendment	Baby sitter	BB	Block
Bill Desk	Cabana	Complementary	CP
Check-in	Check-out	City ledger	CIP
CRS	Diplomacy	Discrepancy	Double Room
Dormitory	DND	DL	EP
ETA	ETD	Executive floor	FIT
Front desk	Folio try	Forecast	Full board
Full house	GIT	Grooming	Hotel Plan
House count	House limit	Interconnecting room	Key Rack
Lanai	Late arrival	Late check-out	Log book
Lobby	Lock out	Materialization	Minus
No-show	NC	Occupancy report	OCC
OOO	Occupied	Out of order	Penthouse Reception
Registration	Reservation	Room Rack	SB
SL	Single room	Sleep out	Studio room
Suit room	Stay over	Triple room Twin room	MAP
Uniformed service	UR	Vacant	V
VC	VIP	Walk-in	

Further Assignment

Students are advised to visit a star hotel and identify the importance of Front Office. On the basis of visit each student will prepare a report including the lay-out of the lobby. Front Office organization chart including the function of

each section, and list the equipment used in the department. At the same time students will observe the check-in, check-out process. They will collect promotional materials published by the hotel and if possible collect different forms and formats used in the department. Finally students should learn to calculate hotel rates on EP, BB, MAP and AP.

Text and Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Hotel Front Office - Charles E. Steadmon and Michael L. Casanva; AHAM USA

Hotel Front Office Training Manual - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

NATHAM - Handouts and training manuals developed by the institutions

Unit-VI Food and Beverage Service

20 Class room theories
5 hour class room demonstration
Total 25

Course description

This unit will introduce with Service department of hotel. The department deals with service of food and beverage to its guests. They create service environment. The course contains more theoretical aspects at level XI. So students will be capable to handle practical job at level XII.

Overall objectives

The overall objectives of this unit are: -

1. to explain the Food and Beverage Service department and its importance.
2. to familiarize with the various types of F&B outlets in a hotel.
3. to introduce the importance of hospitality knowledge , skill and attitude of F & B personnels.
4. to describe the jobs and traits of F& B staffs.
5. to introduce with service equipment and other service appointments
6. to explain the area of coordination with other departments.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Salesmanship, identification of restaurant service equipment, Beverage, and tobacco will provide basic required to serve customer.

1. Introduction of Food and Beverage Service department.
2. Organization of. Food and Beverage Service department.
3. Units of Food and Beverage Service department.
4. F& B Staff , their duty and responsibilities.
5. Hospitality knowledge, skill and attitude of F& B Service Staff.
6. Knowledge of F& B terminologies.
7. Identification of F&B service equipment.

Objective of the unit

After the completion of this unit, the students will be able to :-

1. define F& B service and explain its importance. .
2. explain the various types of outlets in a hotel.
3. understand the departmentalization of F&B.
4. explain the importance of coordination with other departments of a hotel.
5. describe the hospitality knowledge, skill and attitude required for the proper functioning of a hotel
6. discuss the different culinary terminologies used in F&B operation.
7. recognize all types of service equipment.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 9 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1	F & B Service department introduction	2	

2.	F&B departments (section)	3	
3.	Hospitality knowledge, skill and attitude	2	
4.	Identification of service equipment and appointments	6	5
5	F & B Organization, Job description	3	
6.	Basic culinary terminologies	3	
7.	Coordination with other department.	1	
	Total	20	5 (20 + 5 = 25)

Description of contents areas of the units

1. F & B Introduction
2. F&B Organization Chart
3. Outlets of F& B department -
 - Banquets
 - Coffee Shop and others
 - Restaurant
 - Room Service
 - Bar
4. Food and Beverage Section - sections required to deal with various aspects of food preparation and service.
 - Still room
 - Pantry
 - Wash-up area
5. F & B Staff, their duty and responsibilities
 - F& B Manager and his job description
 - Assistant F& B Manager
 - Restaurant /Coffee shop /Bar Manager
 - Room Service Manager
 - Banquet Manager
 - Senior Captain
 - Head Waiter /Captain.

- Waiters or Steward
 - Barman, Sommelier
 - Hostess
 - Trainees.
6. Hospitality knowledge, skill and attitude of F&B Service Staff
 - Personal Hygiene and Grooming
 - Physical attributes
 - Work related attributes
 - Social skill
 7. Salesmanship and Handling Complains
 8. Hygiene and Sanitation
 - Personal Hygiene and Grooming
 - Operational Hygiene
 9. Identification of Restaurant Service Equipment
 - Cutlery - identification, their uses and storage
 - Flatware - identification, their uses and storage
 - Glassware -identification, their use and storage
 - Chinaware, Crockery - identification, their uses and storage.
 - Hollowware - identification, their uses and storage
 10. Restaurant Linen use and storage.
 - Tablecloths
 - Slip Cloths
 - Cloth Napkins
 - Buffet Cloths
 - Waiter's Cloths
 - Moulton
 11. Restaurant Furniture
 - Chairs
 - Tables
 - Sideboards (Side station)
 - Trolleys
 12. Bar equipment and their uses
 13. Basic culinary terminologies.
 14. Coordination with other departments.

Instructional Materials

Straight lectures should be followed by posters, charts, pictures, text book materials, reference books, and class rooms discussion. Students need to be familiarized with F& B equipment and basic knowledge of their operation.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel and introduction with Service Department is more preferable. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach. Classroom discussion about the topics is valuable in introducing a new subject.

Students need to participation in

- Preparing Food and Beverage Service Organization Chart
- Role play in customer service
- Developing correct approach towards the customer and willingness to help and anticipate customer need and wishes.
- Identify the F&B equipment and appointments.
- Understanding the basic culinary terminologies.

Students will be given to refer following book

- **An Introduction to Hotel Management XI** page 115 -143 by Ananda Ghimire and Surya K. Shrestha.
- **Food and Beverage Service** - Dennis R. Lilicarp, John A Cousins, ELBS
- **Food & Beverage Service Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the demonstration classes. He should ask short questions and objectives questions in the class to find out their level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and performance of the given homework. Participation in the demonstration class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

Model questions

1. Prepare an organizational chart of F & B service department and show its outlets and staffing
2. Explain the functions of F& B service department of a large hotel.
3. Explain the hospitality, knowledge and skill of a F & B service staff.
4. Discuss the importance of personal hygiene and grooming of F&B service staff.
5. Discuss process of operational hygiene of F & B.
6. What do you understand by tableware and how do you manage their storage?
7. What do you understand by Chinaware (Crockery), explain their types and uses?
8. What do you understand by restaurant linen explain the use of different types of linen?
9. Discuss about the restaurant furniture.

Short answer questions

1. Differentiate between fine dining restaurant and Coffee Shops.
2. Write short notes on Banquets
3. Write a note on the service provided by coffee shop of a big hotel.
4. Write down the duties of Food & Beverage Manager.
5. Describe the responsibilities. of Captain or Head Waiter.
6. Write short notes on purpose and importance of F & B cooperation with other departments of hotel.
7. Explain the types and purpose of sideboards (side station).
8. List hollowware with examples.

Definition of key terms

1. **Banquet** - Sumptuous feasts or formal ceremonial feasts, which involves a luxurious management and lavish expenditure.
2. **Dining** - Place where foods are serviced.
3. **Pre-plated** - The food is already portioned and positioned on the plate from the kitchen.
4. **Fine Dining Restaurant** - Offering high class of service and facilities. It aims to provide excellent food and service in a good decor and ambience.
5. **Linen** - Tablecloths, cloth napkins, moulton and slip cloth are usually known as linen. Soiled linen- used or dirty linen. **Moulton** - a thick fabric with lint laid on the surface of the table with pin underneath. It is absorbent, has smooth surface and is sound resistant. It is used to hold tablecloth. **Table cloth** - are laid over the table on top of moulton. **Slips Cloths** - are laid over the table on top of tablecloth. Its protects tablecloth from spillage.
6. **Outlet/Units** - different sections of F& B Service Department
7. **Sommelier**- Wine waiter. The person in charge of serving the wine in a restaurant.
8. **Spillage**- Spill - liquid fall by mistake
9. **Flatware** - all forms of spoon and fork.
10. **Cutlery** - knives, and other equipments used for cutting
11. **Hollowware** - any item made from silver or china used to keep. It is made in a way that it can hold something in it.

12. **Silverware**- Stainless steel
13. **Crockery** - plates, cups, saucers, and bowls, etc

Key Words

A la carte	Appetizer/ Hors d' oeuvre	Au gratin
Batter	Bar	Briefing
Brunoise	Buffet Bouquet garni	Canape
Consomme	Crepe	Crouton
Chinois	Carte du jour	Cloute Coffee shop
Diner	Darne	Demi glace
Dummy waiter	Escalop	EPNS
Fricasse Fritters	Gue'ridon trolley	Glass ware
Gelastine Geteau	Glace	Grate
Julienne Macedoine	Mire Poix	Marinade
Menu	Mis-en-scene	Mis -en- place
Navarin	Pain	Pane
Papillote	Petit de jeuner	Plat du jour Prove
Restaurant	Roux	Salamander Season
Sieve	Skins	Spatula Supreme
Trancon	Table du hot /TDH	Wok
Zest		

Further Assignment

Students are advised to visit a star hotel and identify the importance of Food and Service Department. On the basis of visit students will prepare a report including the layout of the restaurant, list the equipment and their use used in the service department. At the same time students will observe the service provided. They will participate in role-play of dummy food service.

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS

Food & Beverage Service Training Manual - Sudhir Andrews, Tata

Mcgraw-Hillia Publishing Company. Ltd.

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Unit-V Kitchen
(Food Production Department)

30 Class room Theory
5 hours demonstration
Total 35

Course description

This unit will introduce with Kitchen of hotel. The department deals with production of food to its guests. The course contains more theoretical aspects at level XI. So students will be capable to handle practical job at level XII.

Overall objectives

The overall objectives of this course are to:-

1. define the Kitchen department and its importance.
2. explain the job task and responsibility of kitchen staff.
4. explain the importance of hygiene.
5. introduce nutrition.
6. explain the area of coordination with other departments.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other is functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Hygiene, identification of food commodities, nutrition and food poisoning will provide basic knowledge to participate in practical. class

1. Introduction of Kitchen .
2. Organization of. Kitchen department and staffing.

3. Hygiene.
4. Food Commodities.
5. Elementary Nutrition
6. Food poisoning

Objective of the unit

After the completion of this unit, the students will be able :-

1. to define kitchen department of hotel.
2. to explain hygiene and kitchen safety.
3. to know causes food poisoning.
4. to know about the nutrition.
6. to realize the importance of balance diet

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 6 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1	Introduction of kitchen	5	
2.	Kitchen organization and staffing	3	
3.	Hygiene and safety	3	
4.	Food Commodities	10	5
5	Elementary Nutrition	6	
6.	Food Poisoning	3	
	Total	30	5 (30 + 5 = 35)

Description of contents areas of the units

1. Introduction
 - Introduction of kitchen
 - Kitchen planning and layout.
 - Types of Kitchen - Conventional kitchen
 - Central kitchen
 - Satellite kitchen
 - Combine preparation and finished kitchen.
2. Kitchen organization
 - Objective and basis of organization
 - Staffing - Executive Chef,
 - Sous chef
 - Chef de parties
 - Commis
 - Apprentice
3. Hygiene - Introduction, and its importance.
 - Kitchen hygiene
 - Personal Hygiene
 - Kitchen safety - basic guidelines of kitchen safety and.
4. Food Commodities-
 - Vegetables - classification, composition, storage and quality signs
 - Cereals - Identify different types of cereals, (Corn, Rice, Barley, Oats, Tapioca, Sago and Arrowroot)
Flour (whole meal, wheat meal, white flour, self-raising, Semolina)
 - Milk and Milk products - Composition of milk
Treatment of milk (Pasteurized, homogenized, evaporated, Sterilized, Condensed, UHT, Skimmed, Powdered,
Milk products - cream, butter, Cheese, Yoghurt
 - Fruits and nuts - classification, quality signs, storage and use

- Poultry - Classification, different cuts use and quality signs.
 - Eggs - Quality sign and usage of eggs
 - Lamb/Mutton - Source, common cuts, and uses, and quality signs
 - Pork - Source, common cuts, uses, and quality signs (Bacon and Ham).
 - Buffalo
 - Fish and seafood - Classification, culinary uses, and quality signs.
Storage and preservation
 - Raising agents - different types (yeast, baking powder) and their use
 - Fats and oils - source and use
 - Spices and Herbs - different types of herbs and species and their uses
5. Elementary Nutrition
- Introduction
 - Proteins
 - Fats
 - Carbohydrates
 - Vitamins - Vitamin A, Vitamin B, Vitamin C, Vitamin D
 - Minerals - Sources, functions,
Types - Calcium, Iron, Sodium, Iodine and water
Food values
Heat effect on natural.
6. Food Poisoning
- Introduction
 - Cause of food poisoning - Natural, Chemical, and Metallic
 - Common Harmful Germs
 - Contaminated food
 - Control measures.

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarized with Kitchen, cooking equipment, Kitchen hygiene and safety.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel/ catering and introduce with Kitchen Department is more preferable to teach this unit. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participation in

- Preparing Kitchen Organization Chart
- Identifying different foods items, food value.
- Identifying spices and herbs and their uses

Students will be given to refer the following books

- **An Introduction to Hotel Management XI**, page 115 -143 by Ananda Ghimire and Surya K. Shrestha.
- **Theory of Catering** - Ronald Kinton, Victor Ceseran, ELBS 1992

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the practical classes. He should ask short questions and objectives questions in the class to find out their level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on

the basis of their response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. Refer to Part II for evaluation system to be followed.

Model questions

Long answer questions (10)

1. What are basic points to be considered while designing (planning) a kitchen?
2. Explain the types of kitchen and their functions.
3. Prepare an organization chart of a kitchen and explain the responsibilities of Executive Chef.
4. What are the points to considered for kitchen hygiene?
5. Explain the type of vitamins and their sources?
6. What are the causes of food poisoning and how do you prevent them

Short answer questions (5)

1. Write a note on personal hygiene to be followed by cooks.
2. What are the kitchen safety rules?
3. What are the sources of proteins?
4. What are the sources and use of carbohydrates in human body?
5. Write short note on minerals.

Definition of Key Terms

1. **Cuisine** - art of cooking or food preparation and art of service. or kitchen.
2. **Pastry / Bakery** - ice-cream, cakes, breads, pies, etc
3. **KOT** - Kitchen Order Ticket.
4. **Scullery areas** - where cups and pots are washed and cleaned.
5. **Chef** - who is in charge of preparing food in a restaurant or hotel.
6. **Nutritive** - food which is necessary for growth
7. **Proteins** - food which is necessary for growth, maintenance, and repair of body.
8. **Contaminated food** - any food which is infected by bacteria, toxin, chemical substance and poison is created
9. **Culinary terminologies** - Please refer to page 220- 230 " Introduction to Hotel Management " by Ananda Ghimire and Surya K. Shrestha.

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Theory of Catering - Ronald Kinton, Victor Ceseran, ELBS 1992

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Unit-VI House Keeping Department

15 Class room Theory
5 hours demonstration
Total 20

Course description

This unit will introduce with Housekeeping Department of hotel. The department deals with providing cleanliness, comfort and aesthetic value of any place in a hotel. Their secondary function are the provisions of uniform, F& B table linen, lost and found services, etc.

Overall objectives

The overall objectives of this course are to:-

1. explain the Housekeeping department and its importance.
2. introduce the job task and responsibility of Housekeeping staff.
4. familiarize with the basic housekeeping terminologies, forms and formats used in the department.
5. explain the key management and handling difficult situations
6. explain the guest room supply. .

Topic (Unit) introduction.

This unit consists of following topics.

1. Introduction of housekeeping department .
2. Organization of housekeeping department and staffing.
3. Guest room
4. Housekeeping terminologies.
5. Linens
6. Keys
7. Handling situations
8. Coordination with other departments.

Objective of the unit

After the completion of this unit, the students will be able :-

1. to define Housekeeping department of hotel.
2. to explain the housekeeping chart and staffing.
3. to know housekeeping terminologies.

4. to know about guest room
5. to know linens management.
6. to manage keys.
7. to handle difficult situations
8. to know the importance of coordination.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 6 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1.	Definition and function of housekeeping	1	
2.	Organization Chart and staffing	2	
3.	Personal attributes	1	
4.	Housekeeping terminologies	1	1
5	Guest room	2	2
6.	Forms and Formats	1	1
7.	Linens / Uniforms	2	1
8.	Keys	2	
9.	Handling situations	2	
10.	Coordination with other department	1	
	Total	15	5 (15 + 5 = 20)

Description of contents areas of the units

1. Introduction
 - Introduction of Housekeeping
2. Housekeeping Chart and Staffing
 - Executive housekeeper
 - Assistant Housekeeper
 - Linen / Uniform Supervisor
 - Desk control supervisor.

- Floor supervisor
 - Night supervisor.
 - Public area supervisor.
 - Room attendants / Senior room attendants
 - Horticulturist.
 - Other junior staff - Carpet crew, House men, Helpers, Casual labourers.
3. Personal attributes.
 4. Housekeeping terminologies.
 5. Guest Room
 - Introduction.
 - Contents and supplies.
 6. Forms and Formats.
 - Room Report
 - Room Checklist
 - Lost and Found
 - Gate Pass Slip
 - Maintenance Order Slip.
 7. Linens / Uniforms
 - Introduction and importance
 - Types - Housekeeping linen, Food and Beverage service linen, Uniforms.
 - Inventory, control and storage.
 8. Keys
 - Introduction
 - Types of Keys - Guest room key, Floor section key, Floor master key, Master key, Grand master key, Emergency key.
 - Control
 9. Handling Difficult Situation
 - Guest complain
 - Sick guest,
 - Dead guest.
 - Lost and found
 10. Coordination of Housekeeping department with other departments

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarized with housekeeping department.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a hotel and its Housekeeping Department is more preferable to teach this unit. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participation in

- preparing housekeeping organization chart and identify the job of each of them
- Identify room supply.
- Use of Forms and formats
- Identification and use of linens

Students will be given to refer the following book

- **An Introduction to Hotel Management XI** page 195 - 219 by Ananda Ghimire and Surya K. Shrestha.
- **Hotel Housekeeping** - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA
- **Hotel House Keeping Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the practical classes. He should ask short questions and objectives questions in the class to find out student's level of understand. Long answer questions are used for homework. The teacher should evaluate performance on the

basis of response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. Refer to Part II for evaluation procedure to be followed.

Model questions

Long answer questions (10)

1. Write down the basic functions of housekeeping department.
2. Prepare an organization chart of a Housekeeping department and explain the responsibilities of Executive Housekeeper.
3. Explain the functions of housekeeping staff?
4. Discuss about the personal attributes of a housekeeping staff.
5. Explain the use and purpose of different types of keys.
6. Explain the purpose of relationship that housekeeping department maintains.
7. What do you understand by guestroom and list the room supply?
8. What is linen explain the types and their control system?
9. Write down the basics of handling guest complain.

Short answer questions (5)

1. Write short note on purpose and use of Room report form
2. Write short note on purpose and use of Room checklist form.
3. Write short note on purpose and use of lost and found form.
4. Write job description of room maid
5. Explain different types of keys used in hotel
6. How do you handle sick guest?
7. How do you handle dead guest?

Definition of Key Terms

Please refer to "Introduction to Hotel Management XI" page 230 Ananda Ghimire and Surya K. Shrestha

Key Words

Bathmat	Bed sheets	Bed spread
Bidet	Blade dispenser	Breakfast knob card
Blanket	Cloak room attendant	Curtain Desk control
Double bed	DND card	Door knob card
Disposal bag	Disinfectant	Fan coil unit
Fold away bed	Floor master key	Gate pass
Guest room key	Guest complain	Guest comment card
Guest stationary	Hotel brochure	Horticulture
House keeping line	House keeping materials	House keeper
House man	King size bed	Lost and found
Lounge chair	Mattress pad	Maintenance slip
Master key	Par stock	Please make up room card
Service directory	Shower caps	Pillow case Room maid
Queen size bed	Roll away bed	Room report
Room check list	Single bed	Sofa cum bed
Sewing kit	Soap sud	Shoe mirt
Towels	Valet	Valet list
Wash basin		

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Hotel Housekeeping - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA

Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

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Hotel Management

Grade-XII

PART



I. Introduction

The Hotel Management course has been specially designed to familiarize the students with hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office, and food and beverage service.

II. General Objective

The general objectives of this course are:

- to impart basic knowledge and skills required for hotel and catering industry;
- to enable the students to operate and work on small-scale accommodation and catering establishments;
- to serve as a foundation course to pursue study of BHM , BTTM, BBS, etc.

II. Specific Objectives

On completion of this course, the students will be able to:

- to operate small-scale accommodation and catering operations
- to perform entry level jobs in the core areas of small scale accommodation and catering establishment;
- to realize the importance of hospitality

IV. Course Contains

Lesson Hours

Chapter 1 : Front Office

30

1.1. Introduction to Reservation

- Concept of reservation
- Purpose of reservation
- Process of reservation
- Sources and modes of reservation
- Factors Affecting Reservation
- Confirmation, no-show, walk-ins, overbooking and cancellation

1.2 Hotel Tariff

- Concept of tariff
- Types of hotel tariff
- Basis of charging room rate

1.3 Modes of Payment

- Cash, travellers cheque, credit cards, and vouchers

1.4 Visitor Ledger and Billing

- Meaning and purpose
- Posting procedure
- Preparing guest bill

1.5. Front Office Correspondence

- Setting letters - different parts
- Writing different situational letters
(Inquiries, confirmation, regret and alternative offer, apologizes)

1.6. Telephone Handling Etiquette

1.7. Hotel Safety and Security

- Safety and First aid measure
- Security through information /key handling
- Unusual movements/suspicious people

Chapter 2: Housekeeping Department

30

2.1 Cleaning

- Need and importance of Cleaning
- Equipment used in cleaning

2.2. Furniture

- Cleaning equipment and materials
- Cleaning process

2.3. Metal Cleaning

- Identification
- Cleaning equipment and materials
- Cleaning process

2.4. Glass/Window Cleaning

- Equipment and materials
- Cleaning process

2.5. Floor

- Types
- Cleaning equipment and materials
- Cleaning process

2.6. Carpet

- Types
- Cleaning equipment and materials
- Cleaning process

2.7. Room

- Room preparing
- Bed making

- Servicing departure room
- Servicing vacant room
- Servicing occupied room
- Evening service
- Bed, Room, and Bathroom cleaning process

2.8. Spring cleaning

2.9. Stain removal

2.10. Flower arrangements

Chapter 3 : Food Production Department (Kitchen)

50

3.1. Identification of Kitchen equipment and tools

3.2. Cooking

- Aim and objective of cooking
- Method of cooking
- Rules of cooking methods

3.3. Salad and Dressing

- Definition and types

3.4 Stocks

- Definition and types
- General method of preparation

3.5. Soups

- Definition/Classification
- Basic soups

3.6. Sauces

- Definition, importance
- Types of mother sauces

3.7. Accompaniments and Garnishes

- Definition and use

3.8. Sandwiches

- Definition

- Types

3.9. Breakfast

- Definition and types

Chapter 4 : Food and Beverage Service

40

4.1 Restaurant Furniture

4.2. Restaurant Linen

4.3. Menu

- Definition
- Objectives
- Types
- Course in Menu

4.4 Service Sequence/Etiquette

- Types of service

4.5. Mise en Scene, Mise en Place, and Briefing

4.6. Beverage

- Classification
- Hot and cold beverage (non- alcoholic)
- Alcoholic beverage - beer, wines, sprits, liqueurs and mixed drinks

4.7. Tobacco

- Types and service

4.8. Food and Beverage Control

- Needs and objective
- Requisition, receiving, issuing, storing and record keeping
- Basic control procedures
- Portion control
- KOT/BOT
- Billing

4.9 Holding and Handling service ware and equipments

4.10 Table layout (A la Carte, Table d'hôte)

Breakdown of Theory, Practical and Demonstration Classes Hours

S. N.	Subject	Theory Class room	Demonstration/ Practical Class	Total hours
1	Front Office Department	20	10	30
2	Housekeeping Department	20	10	30
3	Food and Beverage Service	30	10	40
4	Kitchen Department	25	25	50
	Total	95	55	150

PART B

Evaluation System

Hotel Management XII

Students pursuing Hotel Management course of level XI have to pass the following evaluation system. Students are required to secure minimum marks on both evaluations.

S. N.	Subject	Full marks	Pass Marks
1	Annual Written Examination	75	27
2	Annual Practical Examination	25	10

1. Annual Written Examination

Annual Written Examination will comprise of only theory portion and the students will have to appear for the examination conducted by HSEB. The subjects and units will have the following weighting:

Distribution of Questions and Marks.

	To be asked	To be answered	Marks
Comprehensive answer question	4	3	10 x 3 = 30
Short answer question	8	6	6 x 5 = 30
Objective questions	15	15	15 x 1 = 15

	Comprehensive Answer Question	Short answer question	Objective questions
Front Office	1	3	4
House Keeping	1	1	3
Food and Beverage	1	2	4
Kitchen (Food production)	1	2	4
Total	4	8	15

The examples of model questions are recommended at the respective chapters.

2. Annual Practical Examination

Annual examination should be held under the supervision of the official deputed from HSEB. The official from HSEB may verify the internal assessment marks with the student's performance and record maintained by the institution.

Out of 25 marks assigned for practical, 15 marks have been set aside for class performance and practical works to be evaluated by concerned teacher. 10 marks have been set for the Annual Practical Examination to be held under the supervision of the official deputed from HSEB (External examiner)

Evaluation system should follow the followings. The official deputed from HSEB may verify/ endorse the evaluation form and other supporting documents maintained by the teacher/institution. The official will fill in the Annual Evaluation Format being prescribed by HSEB, along with the

Internal Evaluation Form and submit to Higher Secondary Education Board, Office of The Controller of Examination. For the evaluation purpose the external examiner deputed from HSEB will organize oral/ written and practical examination within the framework prescribed by course and Teaching Manual.

Teachers/ institutions are requested to consider following points while evaluating student's performance.

1. **Attendance:** Teachers are advised to evaluate the regularity of students. It is expected to be minimum 75%.
2. **Class performance / Practical performance:** Teachers are advised to give home assignments and involve students in practical. The grading should be done on the basis of their participation/ performance. Teachers should evaluate on their understanding of the subject matter. Short answer questions should be asked in the classroom to find out their level of understanding. Class / Practical performance should also include Homework and reports maintained in file. Each student needs to maintain a homework copy and a file. The teachers are required to check/evaluate the file and home work on regular basis.
3. **Grooming:** Student's grooming is evaluated
4. **Marks** obtained in different term/unit examinations should be filled up in the form as prescribed below

Form to be applied by the institution

Name of the Institution:

Subject:

Class:

Date /Batch:

S. N.	Name of the students	Attendance Marks (3)	Grooming Marks (3)	Term Marks (5)			Homework, Class performance and file Marks (4)
				Ist	IInd	IIIrd	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							

Faculty: ----

Signature ---

Date -----

PART C

Unit I : Front Office Department

20 teaching hours: Class room theory
10 teaching hour: Demonstration/Practical
Total 30 teaching hours

Course description

This unit is the continuity of introduction of Front Office Unit, which is taught in class XI. It introduces with different units and their functions. This unit introduces Reservation, Tariff, Front office correspondence, Telephone handling and Hotel safety.

Overall objectives

Students at the end of this unit will acquire basic operational skills of a Front Office department of a tourist class hotel.

Topic (Unit) introduction

This unit consists of 5 different functions to be- performed by Front Office department, viz., Reservation, Calculation of room rate, Preparing guest bill and collection of payment; Handing telephone, and Hotel security.

1. Reservation unit and its functions
2. Basic Front Office correspondence
3. Hotel tariff, billing and collection of payment
4. Telephone handling etiquette
5. Hotel safety and security

Prerequisites

Teachers are advised to organize a visit to tourist standard hotel and familiarize the students with different departments, and their responsibilities. So that the students will know flow of works of Front Office Department. At the same time teachers are advised to have revision classes of level XI to memorize the Front Office department and its functions. .

Objectives of the unit

After the completion of this unit, the students will be able to: -

1. understand the Reservation unit and its functions
2. explain the hotel tariff, billing and collection of payment
3. handle hotel correspondence .
4. handle telephone.
7. understand hotel safety and security

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into sub-units. The time involved in these units are as given below:

S. N	Sub-unit	Teaching hour	Demonstration/ Practical Class	Total
1	Introduction to reservation	7	3	10
2	Hotel Tariff	1	1	2
3	Modes of Payment	2		2
4	Visitor Ledger and Billing	2	2	4
5	Front Office Correspondence	4	2	6
6	Telephone Handling	2	2	4
7	Hotel Safety and Security	2		2
	Total	20	10	30

Description of contents areas of the units

This unit is divided into seven sub-units, follows:

Introduction to Reservation

- Concept of Reservation
- Purpose of Reservation
- Process of Reservation
- Sources and Modes of Reservation
- Factors Affecting Reservation
- Confirmation, no-show, walk-ins, overbooking and cancellation

Hotel Tariff

- Concept of tariff
- Types of hotel tariff
- Basis of referring hotel tariff

Modes of Payment

- Cash, travellers cheque, credit cards, and vouchers

Visitor Ledger and Billing

- Meaning and purpose
- Posting procedure
- Preparing guest bill

Front Office Correspondence

- Setting letters - different parts
- Writing different situational letters
(Inquiries, confirmation, regret and alternative offer, apologies)

Telephone Handling Etiquette

Hotel Safety and Security

- Safety and First aid measure
- Security through information /key handling
- Unusual movements/suspicious people

Instructional Materials

Classroom discussion should be followed by straight lectures. Teachers are advised to use posters, charts, pictures, textbook materials, reference books to make students understand the subject matter. Students need to be familiarized with basic equipments used in reservation, Telephone, credit card, Credit card Imprinted - Magnetic, Strip Reader, etc. Teachers are advised to collect and bring in practice the Hotel Reservation Requests used in industry.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for classroom discussion. Visit to a tourist hotel and introduction to Front Office will be very helpful. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical exercise.

Students need to participate in

- Identification of different forms and formats and charts used in the reservation
- Filling a reservation form
- Processing a reservation
- Canceling reservation

- Calculating hotel rate on EP, BB, MAP and AP and offering discount on hotel rates
- Basics of telephone handling
- Basics of letter writing

Students will be given to refer following books:

- **An Introduction to Hotel Management XII** - Ananda Ghimire and Surya K. Shrestha.
- **Hotel Front Office** - Charles E. Steadmon and Michael L. Casanva; AHAM USA
- **Hotel Front Office Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of student's class participation. Teacher should ask short answer questions in the classroom to find out the student's level of understanding. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and performance of the given homework. Participation in the practical classroom need to be evaluated.

Teachers/institution offering the Hotel Management course are required to prepare and maintain an evaluation format of each individual student. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at the Annex 1

By the end of the session, the students will be able to

- Read and act on hotel reservation request

- Referring hotel tariff.
- Basics of telephone handling
- Situational letter writing - confirmation, attain enquires, regrets and alternative offer, and apologies

Model questions

Comprehensive Answers (10)

1. Write down the duties and responsibilities of Reservation unit.
2. Define reservation and explain reservation process.
3. Define cancellation and explain the step by step process of cancellation
4. Write down qualities of a good Telephone Operator.
5. Explain the register and forms maintained by Telephone operator.
7. What mode of payments are applicable in a hotel?
8. What are the points to be considered while calculating room rate?
9. What are the basics of professional letter writing?
10. Write a letter to agent that one single room on EP for two nights has been confirmed.
11. What are the basic points to be considered by Front Office for hotel safety and security.
12. As a Front Office staff how do you handle the unusual events?

Short answer questions (5 marks)

1. Purpose of reservation
2. Types of reservation recording system.
3. Card system of reservation
4. Whitney Rack system
5. Guaranteed reservation
6. No-show

7. Walk-ins
8. Density Chart
9. Skipper guest.
10. Overbooking

Definition of key terms

Skipper guest - The guest who departs without paying his hotel bills

Hotel RR - Hotel Reservation Request.

EP - European Plan that is room only.

BB - Bed and Breakfast - The rate includes accommodation and breakfast

CP - Continental plan - The rate includes accommodation and breakfast

MAP - Modified American Plan - The rate includes accommodation, breakfast and lunch or dinner

AP - American Plan - The rate includes accommodation and three meals. Some time it is also known as full board.

Whitney Rack - a reservation rack

GIT - Group Inclusive Tour

FIT - Free Individual tour

No- Show - Not to appear to receive booked and confirmed service

Walk-ins - Arrival of guest without pre-information, booking

Over-Booking - A process of booking more than the capacity

PBX - Private Branch Exchange

PABX - Private Automatic Branch Exchange

Service Order/ Voucher - A document drawn by agent to provide service. It is a legal document of credit order to provide the service mentioned on it.

Double share basis - Cost per person on double room. For example if Single room = US \$30 and Double room = US \$ 40, Double share basis will be US \$ 20 per person (on the assumption that two people will share the double room)

Single supplement - Cost of not sharing double room that is to occupy a single room. So one need to pay the difference between single room and half

of double (Single - 1/2 of Double). From the above example US \$30 - 20 = US \$10 is single supplement.

Key terms

Allowance	Confirmation	Cancellation
CRS	Commercial rate	Cash Confirmation
Guest bill	Crib rate	Collection
Creditors	Day rate	Debtor
Drunk guest	Fax	Family rate
On request	Free sale	Sick guest Sold out
Travellers cheque	Conventional booking chart	
Density chart	Non- guaranteed	Rack rate Special rate
Tariff	VTL	Wake up call

Text and Reference

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Hotel Front Office - Charles E. Steadmon and Michael L. Casanva; AHMA, USA

Hotel Front Office Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

NATHM - Handouts and training manuals developed by the institutions

Unit II : House Keeping Department

20 teaching hours: Classroom Theory

10 teaching hours: Demonstration/Practical

Total 20

Course description

This unit will introduce with Housekeeping Department of hotel. The department deals with providing cleanliness, comfort and aesthetic value of any place in a hotel.

Overall objectives

The overall objectives of this course is to enable students to handle basic housekeeping works of a tourist class hotel including cleaning, bed making and preparing room.

Topic (Unit) introduction

This unit consists of following topics.

1. Cleaning
2. Furniture
3. Metal Cleaning
4. Glass /Window Cleaning
5. Floor
6. Carpet
7. Room making including bed
8. Spring cleaning
9. Stain removal
10. Flower arrangements

Prerequisites

Teachers are advised to have revision classes to introduce the functions of Housekeeping Department

Objective of the unit

After the completion of this unit, the students will be able to:

1. appreciate importance of cleaning, and identify cleaning equipments and materials
2. clean furniture, metal glass/window, floor, and carpet.
3. prepare room and making bed
4. flower arrangement

Specification of the content areas of the unit

The time involved in these units are as given below:

S. N.	Subject	Class room	Class demonstration / practical	Total
1	Cleaning	3	X	3
2.	Furniture	3	1	4
3	Metal	2	1	3
4.	Glass /window	1	1	2
5	Floor	3	2	5
6.	Carpet	2	X	2
7	Room	2	5	7
8	Spring Cleaning	2	X	2
9	Stain Removal	1		1
10	Floor arrangement	1		1
	Total	20	10	30

Description of contents areas of the units

1. Cleaning
 - Need and importance of Cleaning
 - Equipment used in cleaning
2. Furniture
 - Cleaning equipment and materials
 - Cleaning process
3. Metal Cleaning
 - Identification
 - Cleaning equipment and materials
 - Cleaning process
4. Glass /Window Cleaning
 - Equipment and materials
 - Cleaning process
5. Floor
 - Types
 - Cleaning equipment and materials
 - Cleaning process
6. Carpet
 - Types
 - Cleaning equipment and materials
 - Cleaning process
7. Room
 - Room preparing
 - Bed making
 - Servicing departure room
 - Servicing vacant room
 - Servicing occupied room
 - Evening service
 - Bed, Room, and Bathroom cleaning process

8. Spring cleaning
9. Stain removal
10. Flower arrangements

Instructional Materials

Classroom lectures should be supported by posters, charts, pictures, textbook materials, reference books. Students need to be familiarized with housekeeping department. Supporting equipments to teach this unit are:

Electric Vacuum Cleaner	Sponge
Bucket and pails	Detergent
Basins and bowls	Rag/Pad
Dust pans	Dettol
House maid box	Washing soap
Room maids cart	Newspaper
Refuse bins	Colin /Vinegar
Waste paper basket.	Blade
Different purpose Brushes	Liquid Soap
Mops and Brooms	Carpet Brush
Cleaning cloths	Duster
Cleaning rubber gloves	Stain removal chemicals
Flower	Bucket
Pin holders, oasis (sponge)	Strong scissors
Sink with running water	
Different types of flower vases and containers	
Wire, ribbon, drift wood, logs of wood, seashells, pebbles, etc	

Instructional process / strategies

The teachers are advised to keep straight lecture minimum and more importance should be given to demonstration and practical classes. Students can absorb the ideas and concepts more readily if they have an opportunity to participate in practical exercises.

Students need to participate in

Furniture cleaning
Metal cleaning
Glass/ window cleaning
Floor cleaning
Room preparation
Bed making

Students will be given to refer the following book

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Hotel Housekeeping - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA
- Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

Evaluation

The teacher should give home works. Ask short answer questions and objective questions in the classroom to find out student's level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and accomplishment of the given assignment.

By the end of this season the students will be able to:

Clean furniture, metal, glass/window, and floor
Preparing room and making bed

Model questions

Long answer questions (10 marks)

1. Write down the importance of cleaning and equipments used by Housekeeping Department.
2. Write down the methods of cleaning and explain them
3. What are the types of furnitures used in guestroom? Write down the procedures of their cleaning?
4. Write down the different metal cleaning process.
5. What are the types of floors? Write down the process of cleaning hard floor
6. What are the types of carpet? Write down the procedure of cleaning the carpet.
7. Write down step by step procedure of bed making.
8. Define flower arrangement and explain its types.

Short answer questions (5 marks)

1. Write down the process of servicing a vacant room
2. Write down the process of evening service
3. Write down the procedure of servicing a departure room
4. Write down the procedures of servicing of an occupied bedroom

Definition of key terms

Please refer to " Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Key Words

Acetic acid	Asymmetrical	Bleach	
Buffing Cleaning	Departure room	Dry moping	
Detergent	Damp dusting	Floor	
Hard floor	Ikebana	Mildew Mops	Oxalic acid
Shading	Fading	Pile	
Polishing	Rag	Soda	
Scouring pad	Scrubbing	Silver sand	
Sweeping	Shampooing	Spring cleaning	
Turning down service	Vacant room		
Wicking			

Text & Reference

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Hotel Housekeeping - Margert, M. Kappa, Aleba Nitschke Patricia, BS AHMA, USA

Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

Unit III : Food Production Department
(Kitchen)

25 teaching hours: Classroom theory

25 hour: Classroom demonstration/Practical

Total 50

Course description

This unit will introduce with practical aspects of kitchen department.

Overall objectives

The overall objectives of this unit are to enable students to understand and appreciate kitchen equipments and their usage, importance, and methods of cooking and preparing food.

Topic (Unit) introduction

This unit consists following topics

1. Identification of Kitchen equipment and tools
2. Cooking
3. Salad and Dressing
4. Stocks
5. Soups
6. Sauces
7. Accompaniments and Garnishes
8. Sandwiches
9. Breakfast

Objective of the unit

After the completion of this unit, the students will be able to :-

1. identify kitchen equipments and tools
2. explain method of cooking
3. prepare salad and dressing
4. explain stocks
5. define soups
6. explain sauces
7. realize the importance of Accompaniments and Garnishes
8. to prepare Sandwiches
9. define breakfast

Specification of the content areas of the unit

This unit is divided into two parts and time involved in these units are as given below:

S. N.	Subject	Class room	Class demonstration / Practical	Total
1	Identification of Kitchen equipments and tools	2	2	4
2	Cooking	3	6	9
3	Salad and dressing	3	3	6
4	Stocks	2	3	5
5	Soups	3	3	6
6	Sauces	3	3	6
7	Accompaniments and Garnishes	3	X	3
8	Sandwiches	3	3	6
9	Breakfasts	3	2	5
	Total	25	25	50

Description of contents areas of the units

- 1. Identification of Kitchen equipment and tools**
- 2. Cooking**
 - Aim and objective of cooking
 - Method of cooking
 - Rules of cooking methods
- 3. Salad and Dressing**
 - Definition and types
- 4. Stocks**
 - Definition and types
 - General Method of preparation
- 5. Soups**
 - Definition/Classification
 - Basic soups
- 6. Sauces**
 - Definition, importance
 - Types of mother sauces and their derivatives.
- 7. Accompaniments and Garnishes**
 - Definition and use
- 8. Sandwiches**
 - Definition
 - Types
- 9. Breakfast**
 - Definition and types

Instructional Materials

Straight lectures should be followed by demonstration and practical classes, charts, pictures, textbook materials, reference books, and classroom discussion. Students need to be familiarized with Kitchen equipment and basic knowledge of their operation.

Knives / peeler	Meat
Cooking Pots/pans	Vegetables
Stove	Herbs and Spices
Colander	Egg
Chopping Board	Flour
Strainer	Milk
Turner	Cream , butter
Spatula	Bread
Trays	Cooking oil
Oven	Salt, Pepper, Curry powder
Grater	Curd

Instructional process / strategies

Teachers are advised to keep straight lecture to the minimum and give ample opportunity to practical approaches. Visit to a tourist standard hotel/restaurant and introduce with kitchen equipment, cooking process is more preferable to teach this unit. Students can absorb the ideas and concepts more readily if they have an opportunity to participate in particle excursions.

Teachers are required to organize **demonstration class** where students will take active participation in the following sessions:

Cooking -	Shallow frying, deep-frying, grilling, poaching, roasting, stewing, boiling, etc
Salad -	Simple any three, Compound any three
Dressing -	Mayonnaise, Vinagrette, Yogurt, Acidulated cream, Indian
Stock -	Chicken White stock, Brown stock, Fish stock
Soup-	Consomme, Puree, Cream, Broth, Veloute'
Sauces -	Béchamel, Veloute', Tomato, Espagnole, Hollandaise.
Breakfast -	Eggs preparation
Sandwich -	Open, closed, grilled, club
Main courses -	Any five (including fish and chicken butchery)
Accompaniment and Garnish	

Students need to **participate in practical** class of
Preparing salad and dressing
Vegetable cleaning, peeling and cutting
Breakfast - egg preparation
Sandwich - Close sandwich, and Open sandwich

Students will be given to refer following books

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

Evaluation

The teachers should ask short answer questions and objective type of methods in the classroom and long answer questions for homework to find out their level of understanding. The teachers should evaluate the students

performance on the basis of their response, participation in the class room and practical classes.

At the end of this season students should be able to:

identify kitchen equipments and tools and their use;
preparing salad;
preparing dressings;
preparing sandwiches;
cooking eggs
vegetables cleaning, peeling and cleaning

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

Model questions

1. Write down the objectives of cooking
2. What are the methods of cooking? Explain any five methods of cooking
3. Explain the moist methods of cooking
4. Explain the dry heat methods of cooking
5. What is the boiling method of cooking? Write down basic rules of boiling
6. What is the roasting method of cooking? Explain different types of roasting
7. What are the frying methods of cooking? Write down basic rules of frying
8. What is Salad? Write down method of preparing potato salad

9. What is dressing write down method of preparing Maynonaise dressing
10. What is stock write down the method of preparing white stock
11. Classify the soups with examples
12. What is soup write down the method of preparing any one cream soup
13. What are mother sauces? Write one derivatives of each mother sauce.
14. What is sauce? Write down the importance of sauces in cookery
15. What is an accompaniment? Write its purpose and give any five examples of main dish course/ dish and their accompaniments.

Short answer questions

1. Basic rules for poaching
2. General rules for steaming
3. Different methods of Grilling.
4. Types of salad
5. Dressing
6. Thickened soup.
7. Types of sandwiches
8. Define breakfast
9. Differentiate between boiling and poaching
10. Differentiate between roasting and braising
11. Differentiate between stewing and steaming
12. Differentiate between accompaniments and garnish
13. Differentiate between consommé and broth soup
14. Differentiate between cream and veloute' soup
15. Differentiate between white stock and brown stock
16. Differentiate between white sauce and brown sauce.

Key Words

Accompaniment	American breakfast	Bechamel
Boiling	Baking	Blanching
Braising	Brown	Roux
Blond roux	Broth soup	Broiling
Brown stock	Bouquet garmi	Burremaie
Compound salad	Clarification	Consomme
Cream soup	Cooking / Culinary	Canapé
Continental breakfast	Closed sandwich	Club sandwich
Demiglace	Dressing Grilling	Grilled sandwich
Garnish	Deep frying	Hollandaise sauce
Mayonnaise	Mire poix	Liaison
Open sandwich	Passed	Pot roasting
Poaching	Purce soup	Roasting
Tandoor roasting	Roux	Spit roasting
Stir frying	Sautéing	Sunny side up
Sweat	Season	Strain
Swallowing frying	Studded onion	Secum
Simple salad	Skim	Steaming
Stewing	Simmering	Turn over
Veloute	Veloute soup	Vinaigrette
White stock	White roux	

Text & Reference

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Theory of Catering - Ronald Kinton, Victor Ceseran, ELBS 1992

Unit IV : Food and Beverage Service

30 teaching hours: Classroom Theory

10 teaching hours: Demonstration/Practical

Total 40

Course description

This unit will introduce with Service department of hotel. The department deals with service of food and beverage to its guests. They create service environment. The course contains more practical aspects at level XII. So students will be capable to handle the job more efficiently.

Overall objectives

The overall objectives of this unit are to enable students to understand and appreciate the equipments and their use in Food and Beverage department, layout of the table, receiving guests and serving of food and beverage.

Topic (Unit) introduction.

The unit contains following topics

1. Restaurant Furniture
2. Restaurant Linen
3. Menu
4. Service Sequence/Etiquette
5. Types of Service
6. Mis en Scene, Mis en Place, and Briefing
7. Beverage
8. Tobacco
9. Food and Beverage Control

10. Holding and Handling service ware and equipments
11. Table layout (Ala Carte, Table d'hote)

Objective of the unit

After the completion of this unit, the students will be able to:-

1. define restaurant furniture;
2. explain various types restaurant linen;
3. define menu;
4. understand service sequence/etiquette;
5. explain the Mis en scence/ Mis en Place / Briefing.
6. introduce to beverage;
7. describe the Food and Beverage control
8. holding and handling service ware and equipment
9. able to table layout

Specification of the content areas of the unit

This unit is divided into different parts and time involved in these units are as given below :

S. N.	Subject	Class room	Demonstration / Practical Class	Total
1	Restaurant Furniture	2		2
2.	Restaurant linen	1		1
3.	Menu	2		2
4.	Service sequence /etiquette	2		2
5	Types of Service	2		2
5	Mis en Scence / Mis en Place, Briefing	3		3

6.	Beverage	9		9
7.	Tobacco	2		2
8.	Food and Beverage control	3		3
9.	Holding and handling service ware and equipment	2	4	6
10.	Table layout (A la Carte, Table d'hôte)	2	6	8
	Total	30	10	40

Description of contents areas of the units

1. Restaurant Furniture

- Types

2. Restaurant Linen

- Types

3. Menu

- Definition
- Objectives
- Types
- Course in Menu

4. Service Sequence/Etiquette

- Types of service

5. Mis en Scene, Mis en Place, and Briefing

6. Beverage

- Definition
- Classification
- Hot and cold beverage (non- alcoholic)
- Alcoholic beverage - beer, wines, spirits, liqueurs and mixed drinks
- Mixed drinks recipes

7. Tobacco

- Types and service

8. Food and Beverage Control

- Needs and objective
- Requisition, receiving, issuing, storing and record keeping
- Basic control procedures
- Portion control
- KOT/BOT
- Billing

9. Holding and Handling service ware and equipments

10. Table layout (Ala Carte, Table d'hote)

Instructional Materials

Straight lectures should be followed by demonstration and practical exercises, charts, pictures, textbook materials, reference books, and classroom discussion. Students need to be familiarized with equipments used in Food and Service department and basic knowledge of their operation. Teachers are requested to collect different menus, KOT and bills used by different hotel/restaurants

Restaurant Furnitures

Restaurant Lenin

Equipments used in restaurants

Equipments used in Bar

Instructional process/ strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for classroom discussion. Visit to a tourist hotel

and introduction with Service Department is more preferable. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach. Classroom discussion about the topics is valuable in introducing a new subject.

Students need to participate in **demonstration class** of
Handling Bar equipments
Preparing mixed drinks,
Servicing tobacco

Students need to participate in the **practical class** of
Holding and handling service ware equipment
Table layout.
Writing KOT, BOT and preparing bill

Students will be given to refer following book

- An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha.
- Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of student's class participation, unit test, term examination, and participation in the demonstration classes. Teacher should ask short answer questions and objectives type questions in the classroom to find out their level of understanding. Long answer questions are used for homework. The teacher should evaluate performance in the basis of their response, participation on

the classroom and performance of the given homework. Participation in the demonstration class need to be evaluated.

At the end of session students will be able to
Write KOT, BOT and prepare bill
Holding and handling service ware and equipments
Table layout. (A la Carte, Table d'hote)

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

Model questions

Long Answers questions

1. Define menu and explain its types
2. Explain the food and beverage service sequences of fine dining restaurant.
3. Make a beverage classification chart neatly.
4. What is the objective of F& B control? Explain its procedures.
5. Define wine. Explain its types
6. Define beer and explain its types
7. Define mixed drink and write the recipe of any one cocktail.
8. What are the different types of service performed in F& B Service? Explain any three.

Short answer questions

1. Explain Dummy waiter
2. Explain types of F&B Linen
3. What do you mean by dining etiquette? Explain

4. Explain Mis-en -place
5. Explain Mis-en - scene
6. Explain briefing
7. Define alcoholic beverage
8. Define KOT and explain its purpose.
9. Draw a KOT format with contents
10. Prepare a F&B bill
11. Explain the steps of cigarette service.
12. Explain brandy
13. Differentiate between Malt whiskey and grain whisky
14. Differentiate between Gin and Vodka
15. Differentiate between dark and white rum
16. Differentiate between fermentation and distillation
17. Differentiate between espresso and cappuccino coffee.
18. Differentiate between A la carte and Table d' hote menu
19. Differentiate between American and platter service
20. Differentiate between cigarette and cigar.

Definition of key terms

Dumb Waiter / Dummy Waiter - Sideboard / side station Service staff use this station for keeping service equipment at one place. It is also used as a landing table for the dishes picked up from the kitchen to the guest table and for the dirty dishes from guest table to the wash up area.

A'la Carte - Food prepared to order and individual priced

Brewing - Process of sprouting barley to produce alcohol. The clean barley grain is allowed to sprout and then dried which is known as malted barley. The crushed-malted barley is mixed with warm water. The solution that is obtained from brew is called wort. By adding brewer's yeast to the wort for fermentation produces alcohol

Crockery - Cups plates, dishes etc made of china.

Chinaware - containers made of china clay.

Cutlery - It refers to knives and other cutting equipments

Cocktail - mixed drinks prepared by mixing different alcohol and spirit.

Flatware - It denotes all forms of spoon and fork

Fermentation- The process of breaking down the sugar from the malt to produce alcohol and Carbon-dioxide. A special yeast called brewer's yeast is added to the wort for fermentation . This takes 10 - 12 days.

Glassware - containers made of glass. The glass are either stemmed or footed and are known by different names, such as wine goblets, Beer mug, Tom Collin, etc.

Gue'ridon or Flambe trolley - It is a mobile trolley that can be placed alongside the guest's table and flambe' (to cook it at the guest's table). It consists of burners, a gas cylinder and storage space to store plates and cooking equipments

Horsd'oeuvre Trolley - This type of trolley is used to prepare and serve Horsd' oeuvre, which is the first course which usually consists of a selection of small items of egg, Fish, meat, fruit and vegetables in pungent dressings. This trolley is also useful to introduce new items.

Hollowware - It consists of any item made from silver or china used to keep. It is made in a way that it can hold something in it. It does not include flatware and cutlery, it includes teapots, milk-pots, sugar basins, soup tureen, trays, water jug, etc.

Moulton - It is a thick fabric laid on the surface of the table. It is absorbent, has smooth surface and is sound resistant. It is used to hold the table cloth.

Mocktail - Non- alcoholic drinks mixed beverage

Silver - Stainless steel

Slip Cloth - Lenin laid over the table cloth to protect it from spillage and give a longer life and reduces the number of tablecloths used.

Table d' hote - Table of the host that is fixed menu.

Table ware - Tableware is a term used to identify all the items used in table. It includes all items of flatware, cutlery and hollow-ware.

Key Words

Aerated drink	Ale beer	Aromatized wine
American service	Blended whiskey	BOT
Breakfast	Brandy	Brunch
Buffet service	Briefing	Cognac
Cordial	Cover	Cleaning
Crumbing	Counter service	Dinner
Distillation	Drought beer	Dessert
Entree	Entremet	Family service
Fermentation	Fortified wine	French service
Gin	Gaerdon service	Hot beverage
Hawthorn strainer	Horsd'oeuvre froid	Horsd'oeuvre soud
Hi tea	Juice	Liqueur
Lager beer	Legume	Lunch
KOT	Must	Malt whisky Mis-en-Place
Mis-en Scene	Pilbner beer	Poisson
Platter service	Potage	Rum
Releve	Roti	Room service
Shaker	Silver service	Sorbet
Sprit	Sparkling wine	Squash
Snacks	Supper	Stout beer
Table wine	Tequila	Vodka
Wort		

Text & Reference

An Introduction to Hotel Management XII - Ananda Ghimire and Surya K. Shrestha

Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS

Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mcgraw-Hilla Publishing Company. Ltd.

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Business Studies

Subject Code: 328

Full Marks: 100
Teaching Hrs: 150

I. Introduction

Modern business organizations are dynamic institutions. Proper understanding of such institutions requires formal study and instruction. To get exposed to the realities of the business world, the business students need to be acquainted with the operations of business along with the office management systems. In view of this, this course is designed to introduce the students with the foundational knowledge regarding the principles and practices of business organizations. The course also aims to develop necessary skills that are needed to carry out major office activities including familiar business support agencies in Nepal. This is a theoretical course which consists of eight units.

II. General Objectives

The general objectives of this course are to:

1. provide foundational knowledge on the principles and practices of business organizations;
2. provide basic knowledge on operational aspects of business organizations; and
3. develop students' necessary skills in carrying the business office works effectively.

III. Specific Objectives

The specific objectives of this course are to:

1. arouse interests in the students in learning the theory and practices of business;
2. familiarize the students about the concepts of theory and practice of business organizations;
3. introduce the students with the knowledge of office management focused on major office systems; and
4. empower the students through useful methods and techniques so as to enable them to take-up the operations of small business, effectively.

IV. Course Contents:

Unit 1: Introduction of Business LH 10

- Concept of business
- Characteristics of business
- Components of business
- Functions and objectives of business
- Importance of Business
- Social responsibilities of business (Investors, Consumers, Employees, Community and Government)

Unit 2: Evolution and Foundation of Business LH 10

- Evolution of business
- Considerations before starting a new business
- Requisites of business success
- Business environment: Concept and Components (Internal and External)

Unit 3: Forms of Business Organizations

A. Sole Trading Concern LH 8

- Concept of sole trading concern
- Characteristics of sole trading concern
- Merits and Demerits of Sole Trading Concern
- Registration and renewal of Sole trading concern in Nepal

B Partnership Firm LH 17

- Concept of partnership firm and partners
- Characteristics of partnership firm
- Difference between Sole trading and partnership
- Merits and demerits of partnership firm
- Types of Partners
- Rights and duties of partners
- Partnership deed: meaning and contents
- Registration and renewal of partnership firm in Nepal.
- Dissolution of partnership firm in Nepal

C Joint Stock Company LH 25

- Concept of joint stock company
- Characteristics of joint stock company
- Merits and demerits of joint stock company
- Types of company
- Difference between private and public limited company
- Main documents for the incorporation of joint stock company: Memorandum of Association, Articles of Association and Prospectus
- Incorporation of joint stock company in Nepal
- Company meeting; Preliminary General Meeting, Annual General Meeting and Extra- Ordinary General Meeting
- Agenda and resolution
- Winding-up of joint stock company

D. Co-operative Organization LH 10

- Concept of co-operative organizations
- Features of co-operative organizations
- Types of co-operatives
- Role of co-operatives in developing countries
- Registration of co-operatives in Nepal
- National cooperative development board: formation and functions

E. Public Enterprises LH 10

- Concept of public enterprises
- Characteristics of public enterprises
- Importance of public enterprises
- Types of public enterprises: Departmental Undertaking, Public Corporations and Government Company

F. Multinational Company LH 5

- Concept of multinational company
- Characteristics of multinational company
- Importance of multinational company
- Demerits of multinational company

G. Business Support Agencies in Nepal LH 5

- Nepal Chamber of Commerce: Formation and functions
- Federation of Nepalese Chamber of Commerce and Industries(FNCCI): formation and functions
- Export and Trade Promotion Center (ETPC): Introduction and functions

Unit 4: Office Management LH 5

- Concept of an office
- Functions of an office
- Importance of office
- Concept of office management
- Importance of office management
- Office accommodation and layout

Unit 5: Filing and Indexing LH 15

- Concept and purpose of filing
- Importance of filing
- Types of filing system: traditional and modern
- Bases of classification of files: Alphabetical, Numerical, Geographical, Chronological and Subject wise.
- Qualities of good filing system
- Concept and purpose of indexing
- Types of indexing
- Qualities of good indexing

Unit 6: Records Management LH 5

- Concept of records management
- Importance of records management
- Types of records
- Principles of records management
- Retention and disposal of records

Unit 7: Office Machines and Furniture LH 5

- Office machines: meaning and importance
- Office furniture: meaning and importance
- Factors to be considered for selecting office machines and furniture

Unit 8: Business Communication LH 20

- Concept of business communication
- Importance of communication
- Sources of office information: Internal and External
- Types and means of communication
- Meaning of business letters
- Structure of business letter
- Qualities of good business letter
- Drafting of business letters in English: enquiry, order, complaint and application letters.

Reference books:

1. K.C., Fatta Bahadur (2008), Introduction to Business Studies, Kathmandu: Vidhyarthi Pustak Bhandar.
2. Shrestha, Bisheswor Man (2007), Business Organization and Office Management, Kathmandu: Global Education Bhotahity.
3. Pant, Prem R., et.al. (2007), Business Organization and Office Management, Kathmandu: Buddha Academic Publishers and Distributors Pvt. Ltd.
4. Poudyal, Santosh R., et.al. (2008), Business Organization and Office Management, Kathmandu: Asmita Publication.
5. Agrawal, GR (2007), Business Organization and Office Management, Kathmandu: M.K. Publishers and Distributors.
6. Pokharel, Bihari and Gautam, Dhruba (2004), Business Organization and Office Management, Kathmandu: AtharaiPublication.
7. Khadka, Sherjung, Business Studies-XI, Asia Publication Pvt. Ltd., Ktm.
8. Bhandari, Kedar Prasad, Business Studies-XI, Bhunidpuran Prakashan, Ktm.
9. Singh, Hriday Bir, business Studies-XI, Asia Publication Pvt. Ltd. Ktm.



Business Studies

Grade XII

Subject Code: 628

Full Marks: 100
Teaching Hrs: 150

I. Introduction:

This course is an extension of Business Studies of Grade XI. The course emphasizes on the adequate orientation of the study of management. The main thrust of this course is to strengthen the fundamental knowledge acquired by the students at Grade XI and provides in-depth understanding of management functions related to business. In addition, the course also aims to equip the students with suitable tools and techniques of management to carry out management functions successfully that ensure the sustainability and growth of business. Besides, the course also imparts required knowledge on general insurance business along with major emerging management concepts. This is a theoretical course which consists of fourteen units.

II. General Objectives:

The general objectives of the course are to:

- (1) provide fundamental knowledge on principles, practices and operations of business management;
- (2) familiarize the students with the knowledge related to different functional aspects of business management; and
- (3) equip the students with skills and knowledge that can be effectively applied in business management.

III. Specific Objectives:

The specific objectives of the course are to:

- (a) acquaint the students with a blend of fundamental concepts and development of management;
- (b) familiarize the students with knowledge of major management functions, and their importance;
- (c) provide an insight to the students on recognized tools, techniques and practices of management functions; and
- (d) develop skills for the application of acquired knowledge at various situations.

IV. Course Contents:

Unit 1: Nature of Management LH 12

- Concept and meaning of management
- Characteristics of management
- Management as science, art and profession
- Management and administration
- Functions of management
- Levels of management

Unit 2: Principles of Management LH 10

- Concept of scientific management
- Taylor's scientific management: principles and limitations
- Fayol's administrative management theory
- Max Weber's bureaucracy theory: concept and principles

Unit 3: Planning LH 8

- Concept of planning
- Types of planning
- Planning process
- Need for planning
- Benefits of planning
- Limitations in planning

Unit 4: Organizing LH 30

- Concept of organizing
- Principles of organizing
- Importance of organizing as a management function
- Organizing process
- Organizational structures: Line, line and staff, functional
- Departmentation: meaning and methods
- Concept of authority, responsibility and accountability
- Principles of delegation of authority
- Barriers to effective delegation of authority
- Decentralization: meaning and need
- Difference between delegation and decentralization of authority.
- Factors affecting decentralization of authority

Unit 5: Decision-Making LH 10

- Concept of decision-making
- Importance of decision-making
- Steps in decision making process
- Types of managerial decisions.

Unit 6: Direction LH 5

- Concept of direction
- Principles of direction
- Components of direction
- Importance of direction

Unit 7: Motivation LH 7

- Concept of motivation
- Process of motivation
- Importance of motivation
- Techniques of motivation
- Positive and negative motivation
- Maslow's Need Hierarchy theory

Unit 8: Leadership LH 7

- Concept of leadership
- Leadership qualities
- Functions of managerial leader
- Leadership styles: autocratic, democratic and laissez faire

Unit 9: Supervision LH 5

- Concept of supervision
- Supervisor: role and functions
- Factors affecting supervision

Unit 10: Communication LH 10

- Concept of communication
- Process of communication
- Importance of communication
- Principles of communication
- Types of communication: horizontal, vertical and diagonal
- Barriers to effective communication

Unit 11: Co-ordination LH 5

- Concept of co-ordination
- Techniques of effective co-ordination
- Importance of co-ordination
- Principles of co-ordination

Unit 12: Controlling LH 6

- Concept of control
- Importance of control
- Controlling process
- Essentials of effective control

Unit 13: Risk Management and Insurance LH 30

- Concept of risk management
- Concept of insurance
- Importance of insurance
- Essentials of insurance contract
- Principles of insurance
- Types of Insurance
 - Life Insurance: meaning, types of policies (Whole life, Endowment and Term), and procedures of effecting life policies.
 - Fire Insurance: meaning, types of policies and procedures of effecting fire policies
 - Marine Insurance: meaning, subject matters and types of policies

Unit 14 : Emerging Management Concepts LH 5

- Conflict management
- Knowledge management
- Participative management

Reference books:

1. Koontz, Harold and Weihrich, Heinz (2007), Essentials of Management, New Delhi: Tata Mc Graw Hill Publishing Co. Ltd.
2. K.C., Fatta Bahadur (2007), Principles of Business Studies, Kathmandu: Sukunda Pustak Bhawan.
3. Shrestha, Bisheswor Man (2007), Business Organization and Office Management, Kathmandu: Global Education Bhotahity.
4. Rao, V.S.P. and Narayan, P.S. (2005), Principles and Practice of Management, Delhi: Konark Publishers Pvt. Ltd.
5. Agrawal, GR (2007), Business Organization and Office Management, Kathmandu: M.K. Publishers and Distributors.
6. Pokharel, Dhruva R., et.al. (2007), Business Organization and Office Management, Kathmandu: Asmita Publication.



**GLOBAL
COLLEGE**
OF MANAGEMENT
Mathematics
Grade XII
(Subject Code: 216)

Grade – XI

Full Marks 100
Teaching hours 150

Unit - 1:	Sequences and series	9 teaching hours
Unit - 2:	Permutation and combination	9 ,, ,,
Unit – 3:	Binomial, exponential and logarithmic series	9 ,, ,,
Unit – 4:	Circle	9 ,, ,,
Unit – 5:	Conic sections	10 ,, ,,
Unit – 6:	Derivatives and its application	10 ,, ,,
Unit – 7:	Anti-derivatives and its application	10 ,, ,,
Unit – 8:	Elements of vector and their applications	9 ,, ,,
Unit - 9:	Product of vectors	9 ,, ,,
Unit – 10:	Organization & representation of numerical data and measures of location	9 ,, ,,
Unit – 11:	Measures of variability	9 ,, ,,
Unit – 12:	Probability	10 ,, ,,
Unit – 13:	Statics	10 ,, ,,
Unit – 14:	Statics (Continued)	9 ,, ,,
Unit – 15:	Dynamics	9 ,, ,,
Unit – 16:	Dynamics (Continued)	10 ,, ,,

Prescribed Text Book

1. Bajracharya, B.C., Basic Mathematics Vol H
2. Bajracharya, B.C., A textbook of Statistics
3. Gupta, S.P., An easy approach to statistics
4. Pans, G.D., Statistics for Business
5. Pans, G.D., Dynamics
6. Pandirt, R.P., Introduction to Dynamics
7. Pandirt, R.P., Introduction to Statistics
8. Loney, S.L., Elements of Dynamics and Statistics I and II
9. Aggarwal, R.S., Senior Secondary School Mathematics For Xclass XII, Bharati Bhavan, Patana, 1998.
10. Bajracharya, B.C., A Text Book of Statistics, M.K Publishers and Distributors, 2054.
11. Dubey, Question Banks in Mathematics, Tata McGraw-Hill Publishing Co., 1998.
12. Gupta, S.P., An Easy Approach To Statistics, S.Chand & Co., Pvt. Ltd., 1996.
13. Gupta & Gupta, New Senior Secondary Mathematics, S.Chand & Co. Pvt. Ltd., 1990.
14. Thomas & Finney, Calculus and Analytic Geometry, Norosa Publishing House
15. Many Verlag Munehen – Arithmetic and Algebra – III
16. S.L. Loney. " The Elements of Status and Dynamics" Part I and II, CUR

Business Mathematics-II

Full Marks: 100
Teaching Hours:150

I. Introduction

The syllabus of Business Mathematics for Grade XI is designed to equip the students with mathematical and statistics concepts applicable in business and economics. The course further aims at providing the students with a base for higher education in management, economics and other business related fields.

II. General Objectives

The general objectives of this course are:

- to familiarize the students with finite mathematics and business mathematics,
- to acquaint the students with necessary mathematics and statistical tools to be used in decision making business and economics, and
- to provide a basic learning resource for further study of quantitative method.

III Specific Objectives

Upon the completion of this course, the students will be able to:

- understand finite mathematics relevant to the concept of system as group of related entities;
- get some idea about arrangement of numbers
- get elementary knowledge of Co-ordinate Geometry;
- use rudimentary concept of logarithms in numerical simplification;
- apply differential and integral calculus in studying the dynamics of system behaviour;
- describe the concepts basics to linear programming problem (LPP) and apply them in optimizing situations in business;
- use basic tools of statistics in business and economics;
- understand the basic concepts of probability;
- understand and solve the problem of business and finance.

IV. Course Scheme

Units	Chapters	Teaching hours	% of weightage
1.	Number System	7	4.67
2.	Sets and Relations	7	4.67
3.	Sequence and Series	7	4.67
4.	Permutation and Combination	5	3.33
5.	Matrices and Determinants	12	8
6.	Co-ordinate Geometry	9	6
7.	Logarithms	6	4
8.	Functions, Limits and Continuity	10	6.66
9.	Differentiation	10	6.66
10.	Application and Derivatives	6	4
11.	Integration	9	6
12.	Linear Programming Problem	7	4.67
13.	Measures of Dispersion	12	8
14.	Probability	6	4
15.	Mathematics of Gain and Loss	15	10
16.	Mathematics of Finance	22	14.67
	Total Teaching Hours	150	100

V. Course Contents

Unit 1. Number system

7 teaching hours

- ⌚ Review of system of Natural numbers, Integers, Rational and Irrational numbers, Real numbers
- ⌚ Concept of inequalities and their properties
- ⌚ Absolute values and their properties(verification only)

- ⌚ Complex numbers and their properties (verification only)

Unit 2. Sets and Relations 7 teaching hours

- ⌚ Review of sets, Euler-Venn diagram and operation on set.
- ⌚ Properties of algebra of sets and their verification only(without theoretical proof)
- ⌚ Number of elements in a set and the problems relating up to 3 sets
- ⌚ Cartesian product of two sets, Relation and function, Domain and range (Excluding types of function, inverse and composite functions)

Unit 3. Sequence and Series 7 teaching hours

- ⌚ Difference between sequence, series and progression
- ⌚ Finite and infinite series
- ⌚ Types of progression (A.P., G., P. and H.P.)
- ⌚ n^{th} term of an A.P., sum of n terms of the series in A. P., Arithmetic means
- ⌚ n^{th} term of an G.P., sum of the n terms of the series in G.P., sum of an infinite series in G.P., Geometric means, sum of the n terms of the series reducible to G.P. of the type $4 + 44 + 444 + \dots$ (excluding sum to n terms of the type $1 + 4 + 13 + 40 + \dots$)

Unit 4. Permutation and Combination 5 teaching hours

- ⌚ Basics principles of counting
- ⌚ Meaning of nPr
- ⌚ Permutation of things when some are alike (simple cases only)
- ⌚ Meaning of nCr , problems relating to combination (simple cases only) (Avoid the problem relating to restricted permutation like "two things arranged together", not arranged together)

Unit 5. Matrices and Determinants 12 teaching hours

- ⌚ Matrix and its size
- ⌚ Types of matrices
- ⌚ Algebra of matrices
- ⌚ Determinants and its evaluation up to third order
- ⌚ Properties of determinants (without proof)
- ⌚ Solving simultaneous equations of two and three variables by using Carmer's rule, solution of verbal problems of two variables only.

Unit 6. Co- ordinate Geometry 9 teaching hours

- ⌚ Rectangular coordinates system

- ⌚ Slope of a straight line joining two points
- ⌚ Distance between two points
- ⌚ Coordinates of a point dividing a line joining two points in a given ration
- ⌚ Locus and equation
- ⌚ Equation of a straight line in slope-intercept form, double intercept form, double intercepts form, points slope form and two straight line
- ⌚ The points of intersection of two straight lines.

Unit 7 Logarithms 7 teaching hours

- ⌚ Logarithm and its basic properties, change of base
- ⌚ Common logarithm table , use of common logarithm table in finding logarithm of number
- ⌚ Antilog table, finding antilog of logarithm of a number

Unit 8. Functions Limit and continuity 10 teaching hours

- ⌚ Constant and variable
- ⌚ Definition not notation of Function
- ⌚ Types of function and its graphic representation
- ⌚ Computation of functional values
- ⌚ Application of functions to Commerce and Economics
- ⌚ An intuitive idea of Limit at infinity
- ⌚ Concepts of continuity and discontinuity (Note: Algebra only)

Unit 9. Differentiation 10 teaching hour

- ⌚ Definition and notation of derivatives
- ⌚ Geometrical meaning of derivatives
- ⌚ Differentiation of a function by first principle of algebraic function only.
- ⌚ Methods of differentiation
- ⌚ Differentiation of implicit function and parametric function
- ⌚ Second order derivatives
- ⌚ Second order derivatives (Note: Derivative of a algebraic, logarithmic and exponential functions only)

Unit 10. Application of Derivatives 6 teaching hours

- ⌚ Application of derivative to Commerce and Economics
- ⌚ Increasing and decreasing function point of inflection

- ⌚ Maximum and minimum of a function and application (Algebraic only)

Unit 11 Integration

- ⌚ Integration as an inverse process of Differentiation
- ⌚ Methods of Integration by substitution and by parts
- ⌚ Concept of Definite Integral
- ⌚ Methods of evaluating Definite Integrals
- ⌚ Application of integration to Commerce and Economics
(Note: Anti – derivation of algebraic, logarithmic and exponential functions only)

Unit 12 Linear Programming Problem 7 teaching hours

- ⌚ Linear inequality in two variables and its graphical solution
- ⌚ System of linear inequalities in two and its graphical solution
- ⌚ Meaning of L.P.P and its importance
- ⌚ Constraints, Objective function, Optimization
- ⌚ Mathematical Formulation of L.P.P.
- ⌚ Graphic method of solving L.P.P.

Unit 13. Measure of Dispersion 12 teaching hours

- ⌚ Review of measures of Central Tendency
- ⌚ Range, Quartile deviation, Mean deviation and Standard deviation and their relative measures.

Unit 14. Probability 6 teaching hours

- ⌚ Review of measures of Central Tendency
- ⌚ Range, Quartile deviation, Mean deviation and Standard deviation and their relative measures.

Unit 15 Mathematics of Gain and Loss 15 teaching hours

- ⌚ Ratio and proportion
- ⌚ Profit and Loss
- ⌚ Partnership

Unit 16 Mathematics of Finance 22 teaching hours

- ⌚ Money and Exchange (Chain method)
- ⌚ Present worth and Discount
- ⌚ Compound interest and Compound Depreciation
- ⌚ Annuity and its terminology:

- (a) Immediate Annuity and computation of Amount, Present value only
- (b) Annuity due and computation of Amount, Present value only (excluding deferred cases)

Evaluation Scheme:

Units	Titles	Short answer question	Marks	Long answer question	Marks	Total
1.	Number System	1	1x3=3	-	-	3
2.	Sets and Relations	1	1x3=3	-	-	3
3.	Sequence and Serise	2	2x3=6	-	-	6
4.	Permutation and Combination	1	1x3=3	-	-	3
5.	Matrices & Determinants	1	1x3=3	1	1x5=5	8
6.	Co-ordinate Geometry	2	2x3=6	-	-	6
7.	Logarithms	1	1x3=3	-	-	3
8.	Function, Limit and Continuity	2	2x3=6	-	-	6
9.	Differentiation	1	1x3=3	1	1x5=5	8
10.	Application and Derivatives	-	-	1	1x5=5	5
11.	Integration	2	2x3=6	-	-	6
12.	Linear Programming Problem	-	-	1	1x5=5	5
13.	Measures of Dispersion	1	1x3=3	1	1x5=5	8
14.	Probability	1	1x3=3	-	-	3
15.	Mathematics of Gain and Loss	2	2x3=6	1	1x5=5	11
16.	Mathematics of Finance	2	2x3=6	1	2x5=10	16
	Total	20	60	8	40	100

MARKETING

Grade: XII

Full Marks: 100 (80T+20P)
Teaching Hours: 150 (120T+30P)

I. Introduction

In recent years, marketing has become essence in all the sectors of business like agriculture, industry, banking, insurance, hospitals, and other social organizations as well. Marketing has become the subject of serious concern and discussion these days. Not only within the national boundary, the scope of marketing has been spreading outside the national boundary. These days, marketing has been used not only as a business strategy but also as a business tactics to win the confidence of the customers in a more competitive arena. Therefore, these days, without marketing, it has become virtually not possible for business people to succeed.

After the restoration of democracy in Nepal during 1990s, the government adopted the economic liberalization policy. A large number of industrial and commercial undertakings have come into existence in the country. As a result, Nepalese business sector has become more complex. This situation has created a greater demand for the implementation of marketing philosophy in the country not only in the business and education sectors of Nepal, but also in daily life of consumers.

This course on marketing has been designed for the higher secondary level education. The course will follow a conceptual and functional approach to teaching and learning the elementary marketing principles and practices. It shall introduce the studies to the major functions involved in the marketing process of a business organization. This is a theory-cum- practical course which consists of nine units

II. General Objectives:

This course on marketing aims at imparting foundation knowledge of marketing among students in order to prepare them for university level education. The course shall also be useful for students pursuing a career at the front line marketing jobs such as sales-persons, sales representatives and supervisors.

III. Specific Objectives:

The specific objectives of this course are to:

- i. introduce the students to the modern marketing concept;
- ii. impart knowledge on the key elements of marketing;
- iii. impart foundation knowledge in relation to marketing functions performed business organizations
- iv. make the students familiar with some of the emerging issues and tools of marketing.

4.	<p><u>MARKETING ENVIRONMENT:</u></p> <ol style="list-style-type: none"> 1. Meaning and Features of Marketing Environment; 2. Components of Marketing Environment: Internal and External; 3. Impacts of Marketing Environment on a Firm's Marketing Activities. 	<p><u>8</u> 2 4 2</p>
5.	<p><u>PRODUCT:</u></p> <ol style="list-style-type: none"> 1. Meaning of products; 2. Types of consumer and industrial products; 3. Branding: Meaning of Brands and Trade Mark; Importance of Branding ; Types of Brands; Reasons for not Branding Products; and Qualities of good Branding. 4. Packaging: Meaning, Functions and Importance of Packaging; Types of Packaging; Features of Good Packaging. 5. Labeling: Meaning , Types and Functions of Labeling. 6. Field/Industrial Visit and Class Presentation. 	<p><u>20</u> 2 4 5 5 2 2</p>
6.	<p><u>PRICING:</u></p> <ol style="list-style-type: none"> 1. Meaning of Pricing and forms of price 2. Objective and Importance of Pricing 3. Pricing Allowances and Discounts 4. Types of Cost: Fixed Costs and Variable Costs 5. Factors affecting Pricing: Internal and External Factors 	<p><u>8</u> 1 2 1 1 3</p>

7.	<p><u>DISTRIBUTION:</u></p> <ol style="list-style-type: none"> 1. Meaning and Elements of distribution; 2. Channels of Distribution for Consumers and Industrial products; 3. Channel Members: A brief introduction of Agents, wholesalers and retailers; 4. Wholesaling: Meaning of wholesaler and Wholesaling, role and Functions of Wholesaler. 5. Retailing: Meaning of Retailer and Retailing, Roles and Functions of Retailers; Types of Retailers- <i>Departmental Stores, Super Market, Multiple Shops/ Chain Stores, Consumers' Co-operatives and Mail Order Business.</i> 	<p><u>15</u></p> <p>1</p> <p>2</p> <p>2</p> <p>2</p> <p>3</p> <p>5</p>
8.	<p><u>PROMOTION:</u></p> <ol style="list-style-type: none"> 1. Meaning , importance and Components of Promotion; 2. Advertising: Meaning , Features and Importance of Advertising; Types of Advertising 3. Personal Selling: Meaning and Importance : Types of Sales Persons; Qualities of a Good Salesperson; Sales Process; Meaning and Process of Indoor and Outdoor Sales; 4. Sales Promotion : Meaning and Importance of Sales Promotion; Methods of Consumer Promotion and Trade Promotion; 5. Publicity and public Relations: Meaning , Features and Importance of Publicity and Public Relations; 6. Home Assignment and Class Presentation 	<p><u>15</u></p> <p>2</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>1</p>
9.	<p><u>EMERGING ISSUES IN MODERN MARKETING:</u></p> <ol style="list-style-type: none"> 1. Agriculture Marketing: Meaning and features : Problems and Prospects of Agricultural Marketing in Nepal; 2. Industrial Marketing: Meaning and features; Problem and Prospects of Industrial Marketing in Nepal; 3. E-commerce: Concept and Method of E-Commerce; Meaning and Features of Internet Marketing ; use of Internet; 4. Telemarketing and Televised Marketing: meaning and Features of Telephone and Televised Marketing; Problems and Prospects of Televised and Telemarketing in Nepal; 5. Network Marketing- Concept and Importance 6. Field Visits and Class Presentation. 	<p><u>15</u></p> <p>3</p> <p>2</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p>

Course Component: Theory 120 Lecture Hours and 30 Practical Classes (Project Work)
Total Lecture Hours: 120; Full Marks: Theory Classes-80% and Practical Classes (Project Work) 20%;

TEACHING STRATEGIES:

- i. Classroom lectures;**
- ii. Group discussion;**
- iii. Paper presentation;**
- iv. Case study;**
- v. Home assignment & Field visits;**
- vi. Project Work;**

Reference books:

1. Sherlekar, S. A., Modern Marketing, Mumbai, India: Himalaya Publishing House.
2. Armstrong and Kotler, Principles of marketing, Prentice Hall of India.
3. Shrestha, Shyam K., Fundamentals of Marketing (5th Edition), Kathmandu: Asmita Publication.
4. Thapa, Surendra, Introduction to Marketing, Kathmandu: Ratna Pustak Bhandar.
5. K.C., Fatta Bahadur, Introduction to Marketing, Kathmandu: Sukunda Pustak Bhandar.
6. Koirala, K. D., Elements of Marketing, Kathmandu: Buddha Academic Enterprise.

QUESTION PATTERN

Question pattern has been designed with a view to test various capabilities of the students. Questions have been designed to make wide coverage of the curriculum. Therefore, three types of question pattern have been managed in the question paper as follow:

1. Brief Answer Questions- These questions requires no description, which can be answered in not more than two minutes; the students will give direct answer to the question. This type of question is asked to evaluate the conceptual or fundamental knowledge of the students about the subject matter.
2. Short Answer Questions- These question requires brief description which can be answered in maximum of 15 minutes. This type of question is asked to evaluate the descriptive capacity of the students.
3. Comprehensive Answer Questions- These questions require a long description to each question. This type of question is asked to evaluate the comprehensive or analytical knowledge of the students about the subject matter. The students may require about 30 minutes per question to answer.

After the evaluation of the answer sheets of the students containing the above-mentioned questions, the teacher will understand level of knowledge of the students about the subject matter and his writing skill.

In addition, the students will be able to manage time in the examination room to complete the entire questions within the given time period i.e, three hours. This will also help the concerned teachers in giving necessary instructions to the students.

**Higher Secondary Education Board
(HSEB)**

FORMAT OF QUESTION PAPER AND SAMPLE OF QUESTIONS:

Level: Class XII Subject: Elements of Marketing; Full Mark: 80; Pass Mark: 32;

GROUP-A

Brief Answer Questions (10x 1 = 10)

Attempt ALL the questions:

1. Identify any two important contributions of marketing to the marketer.
2. Point out the major components of marketing mix.
3. Identify any three characteristics of Nepalese market.
4. Point out any two strengths and two weaknesses of air transport.
5. What is marketing environment?
6. Point out any four reasons for branding a product by the market.
7. What is the difference between quantity discount and trade discount?
8. Point out any two functions of a retailer and any two functions of a wholesaler.
9. What is sales promotion? Point out any three types of consumer promotion technique.
10. Identify any two advantages of televised marketing and two demerits of telemarketing.

GROUP-B

Short Answer Questions (5x8=40)

Attempt any FIVE question:

11. Explain briefly the evolution of marketing.(8)
12. What is buying motive? Explain on any two types of buying motive.(3+5)
13. What is water transport? Why is it important to a landlocked country like Nepal? Explain briefly.(3+5)
14. Differentiate consumer products from industrial products.(4+4)
15. Explain the channels of distribution for consumer goods.(4 +4)
16. What is display advertising? What are its benefits to the marketers? Explain briefly.(3+5)

GROUP-C

Comprehensive Answer Questions (2x15=30)

Attempt any TWO questions

17. Identify the various concepts of marketing with short introduction and differentiate the modern marketing concept from societal marketing concept.(6+9)
18. What is labeling? Explain its types and functions. Also justify its importance to the consumers. (3+6+6)
19. What is personal selling? Identify the various types of salesperson. Also explain any four essential qualities of a good salesperson. (3+ 6+6)

FORMAT OF PROJECT REPORT :

Any research report or project report consists of three sections:

- I. Preliminary Section;
- II. Main Body of the Report; and
- III. Supplementary Section.

I PRELIMINARY SECTION:

- 1.1 Cover page
- 1.2 Recommendation Letter from the Supervisor (if any)
- 1.3 Approval letter from the college
- 1.4 Recommendation Letter from the Working Organization (if any)
- 1.5 Acknowledgements
- 1.6 Table of Contents
- 1.7 List of Tables and Diagrams
- 1.8 Executive Summary
- 1.9 Abbreviations/ Acronyms used.

II MAIN BODY OF THE REPORT:

- 2.1 Introduction Chapter-
 - Back ground or Introduction of the Study
 - Objective Setting
 - Rationale / Significance/ or justification of the study
 - Limitation of the Study
 - Organization of the Study/ or Tentative Chapter Scheme
- 2.2 Review of Literature (if any)
- 2.3 Research Approach/ or Research Approach and Methodology-
 - Nature of Data used (Primary and Secondary) and Source of Data;
 - Population and Sample;
 - Data Collection Technique or Methods
(Questionnaire, Observation, Direct Interview, Mail ,
Internet, E-mail, etc);
 - Data Gathering Procedure;
- 2.4 Data presentation, Analysis and Interpretation;
- 2.5 Conclusion or Research Findings;
- 2.6 Suggestions/ Recommendations;

III SUPPLEMENTARY SECTION:

- i Bibliography or References
- ii Appendices

CRITERIA AND WEIGHTAGE FOR EVALUATION OF PROJECT REPORT:

S.N	CRITERIA WEIGHTAGE	ALLOCATED	MARKS OBTAINED	REMARKS
1.	Report Format & Objective Setting	5		
2.	Executive Summary and Conclusion	3		
3.	Language and Presentation Skills	2		
4.	Depth of Knowledge about the Subject Matter	3		
5.	Research Method and Depth of Data collection	2		
6.	6 Data presentation, analysis and Interpretation Technique	5		
TOTAL MARKS OBTAINED :		20		

Internal observer :

External observer: