



**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. 3<sup>rd</sup> edition. Harlow: Longman Group 1995
  - d) Oxford Advanced learner's Dictionary: Learner'd Dictionary: 5<sup>th</sup> 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.

# 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 -कानुन 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\y'fpg' xf] M  
:ofn, sdn, cGof, lj z\ftf, cf1fsf/L .

२. शुद्ध गरी पुनर्लेखन गर्नु होस् :

५

hfkgf, ef/t / gkfn 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]arf p ug]lgwf]uYoff.

-v\_ tnsf]cgR5]af6 Itg ;d:t zAb / Itg lãTj zAb vf]hl ;d:t zAbnf0{l]j ux ug{xf] V lãTj zAbdf bf]xf]/Psf]cæ 56]dfpg' xf] \

cfk]nf]hgdel'dnf0{rkrfk lj bZ]lsf]s[kfkf agfpg vff]gk]sf] bZ] slxNo}cfdlge{ xbg . cfn]tkm]t' s'/df cgdf] ; do latfpg]dh'sn]cu|ult lnbg . cfk;L }u8fsf]hfnf]r6fr6 sf6} cljZj;sf vf8nx; /ftf/ft k/] ha wtlk]qx; :jfjndal ag5g\ ta hgtfsf] efl]of]osf 9f]sf]x; 3Yofs3?s vhf xG5g\ s]lfqmf]Gt u/] nxnx afnl 'hfp; s] ko6g lf]sf] lj sf; u/] gkfn]sf xftdf lj bZ]l dbf] 5g5g aHg] Joj:yf ldnfpg ; s] :j bZ]l 8f]Bsf]Bdf kf0g]cgdf]h h8la6ln]hg;jf:Yo / ?Uof cyf]Gq ; an kfg{; s]oxf]g a]f]huf/L /xG5 g t ul/al g}. o; sf lglDt s]n b/]bzL{g]Tj / lqmfzln oj]hf] sf vff]r]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 lsgg dflg; xru ahf/ hfG5g\ ahf/sf]le8ef8df slxn]sf]xl] j of] f tyf s]f]sf]lxru]nf0{ck7]f]klg xG5 . o:t}xhdhdf rf]l]sf]l]aulaul xG5 eg] /S:ofxf]ru]klg af6f3f6fdf b]w lbG5g\ ; 8s k]l]sf Jofkf/Ln]; f]f]f; fef] ufph]ru]nf0{; Ssnl dfn egl gSsnl dfn a]f] 7U5g\

६ . कुनै एक प्रश्नको उत्तर दिनु होस् :

५

-s\_ tnsf]cgR5]nf0{kl]n^u eP :qlln^u / :qlln^u eP kl]n^u]df kl/j tG u/L jfSo 9f]rf ; d] ldnf0{kgn]v]g ug{xf] \

Ps lbg Pp6f oj]s 6f8v]hdf lxf8 /x]sf]/x]f . Pp6L oj]tl]n]p; nf0{ af]hf05 . oj]tl]Tof]oj]s htf hfg]xf]Tot}hfg]/lx5 . p; nf0{To; oj]sn]rflxf]lrg]sf]/x]f5 . lrg]hfgkl5 To; oj]sn]To; oj]tl; l] e]f]f ; ^sf]f] gdfgl s'/f ug{yfn]f .

-v\_ jfSo 9f]rf ; lxt Ps jrgnf0{ ax]rgdf kl/j tG ug{xf] \

d slff !! df k9g]lj Bfyl{xf. sn]hdf d]f]Ps hgf dg ldn]f]; fyl 5 . ; fyl dnf0{dfof dfq x]f]g ; xof]u klg u5{. d lbgxf af6fdf 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]y/fsf]dl0fkfn sn]hdf 8fS6/L k95 . d]l ef0 rflxf ; ft slffdf k95]. tkf0{kf]y/f hfG5 ; < hfg]eP lx8\ d klg alxgl e]g kf]y/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]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 /demdaf/]3/df a]h]j :tf/ nufP/ ; 'g'0G5 . ; fg]ofqf j QfGt n]y] klqsfdf 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]k]fn cfk] vG5 . d's k]0flx; 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

j ftfj /Of eGgn] To:tf] kfs[ts klqmf -s[qd klqmf klg\_ xf] h; n] sg} klg 7fp[sf] pGdSt  
 bZosf] lgdff u/\$f] xG5 . h:t} k; nsf] j ftfj /Of eGgf; fy aRg /flvPsf lj leGg ; fdgx; sf] bZosf  
 ; fy} aRg] tyf lsGg] dflg; x; sf] tl:a/ xfd] dl: tisd f tof/ xG5 . To; } u/L :shsf] j ftfj /Of eGgn]  
 k9g] k9fpg] lz lfs tyf lj Bfyl; slff sf] x; s; l; 6; h, snf] kf6L, lstfa, snd, v; d; cflbsf]  
 af] xG5 . To:t} ufp[sf] j ftfj /Of eGgn]; fw/OfM yf] dflg; , df6n] kf] sf yf] 3/, j l/kl/ uf0L /  
 e\$afvf] afw\$] xff; sV/f kfn\$] bfp/f 3ff; tyf k/fnsf] ykf] cin k/ vf] hf, 0gf/ jf s] f cflbsf]  
 'ns / ; x/L j ftfj /Of eGgf; fy lrNnf ; 8s, p Hofnf] lahhl aQL, ; lsnf nuf nufPsf dflg; , df/ /  
 uf8L u8\$] pBf] sn sf/vfgf / To; af6 lg:s\$] w] f] d: nf] /fd] tyf clnf 3/x; cflbsf] 'ns  
 h:tf s/f al 'G5g\

o; /L .j ftfj /Of zAbsf] kpf] w} cydf eP klg of] vf; u/L o; cGtu; vf] hfgnf, xj fkgf,  
 df6] 9n, tfn, ; fu/, dxf; fu/, d?eld, jg h^un, lxdfn cflb kb5g\

j ftfj /Of vf; u/L ; hlj / lghl] b0{cfwf/et tEj x; ldnf ag\$] xG5 . lghl] tEj eGgn] 3fd  
 jf pnhf{ xjf, kfgl, df6] tyf hlj nf0{ cfj Zos kg] tEj x; al 'G5g\ ; hlj tEj eGgn] ; Id  
 hlj f0fb] 7h7hf hgj /sf ; fy} af] la?j f h:tf k] j lsf ; Dk0f{ k] f] tyf jg: kltx?nf0{ alenG5 . lghl]  
 tEj x; sf] lglZrt ; dfgkflts ; Argfsf cfwf/df lglZrt j ftfj /Of tof/ ePsf] xG5 . Toxl j ftfj /Of  
 cg; f/ ; hlj x; sf] ; l6 xG5 . To; } sf/Of ; hlj / p; sf] j/k/sf] j ftfj /Of jf lghl] tEj x; lar  
 cbZ0 jf ck] olf lsl; dsf] 3lgi7 cGt/; DaGw e0 /xG5 . oxl cGt/; DaGwnf0{ kfl/l:ylts kffnl  
 elgG5 . o; lsl; dsf] kfl/l:ylts kffnl] cWoog ug] zf: qnf0{ kfl/l:yltsl zf: q elgG5 .

**प्रश्नहरू**

- s\_j ftfj /Of eg\$] s] x] <
- v\_ufpf / ; x/sf] j ftf/Ofdf s] km/s 5 <
- u\_ j ftfj /Ofsf ; hlj / lghl] tEj x; s] s] xg <
- 3\_ kfl/l:ylts kffnl] s:tf] cGt/; DaGwsf] cWoog ub5 <
- ^\_ .; dfgkflts / .kfl/l:ylts kffnl] sf] cy{nVg' xf] \

१०. तलको अनुच्छेद पढी मुख्यमुख्य पाँच बुँदा टिपोट गर्नुहोस् :

slj ; l6f xf] pm ; l6 u5{ . ; o k^stdf nVbf 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\$ p3{5 .  
 Ps} ws] lkpf d: sf gdf ; Dk0f{ k] t k\$6 xG5 . cfdsf] Pp6} sfvdf cfzlj f\$ sf cgGt klnx;  
 knlq65g\ ; l6fsf] snfsf] t] f] cfvfn] cs} ; k / cs} clek] bVb5 . Ps hgf cGt/lf ofqln]  
 eg\$] lyP- oxflaf6 dh] ; l6 ; f] b0\$] hf] lj lrq /^ / cfef b] y\$] 5; To; sf] j OfG 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}lnkrf} 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

cyjf

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]c}ly\$ lj sf; df ko6g 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/ n}lbf]s'/f 5 afa' l ca slxNo}gaf}hfpq" tl 8fS6/nf0{k}l/ . dnf0{/fd}yxf 5  
pgl Åbodf n}z klq bof ePsf dflg; xf}gg}lcfh; Dd 6f}hsf]sf}l la/fdlnf0{dkmtdf x}l/ lbPsf  
klg 5gg}l; ; 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]É lgb6L eP/ uPsf 5g\Æ

**प्रश्नहरू**

-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 cwf/df :ki6 kfg{xf] \ %

१५. कुनै दुई प्रश्नको उत्तर दिनु होस् :

२×५=१०

-s\_ tnsf]slj tfz k9L ; flwPsf 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]kmn . 7hf a8fsf]; aUtsf]lj if t dxdf/L kmh]en]kf]kmh]G5 t . o; n]xhdl  
h:tf]sf]t kf]of}r':5 . To]3/sf]xfjfaf6 hlt ; Sof]k/}/fv eGof]df]Gbgf]ltdl .Æ

æof] Sof, 5f]fxçsf]l5d\$ /] xhdl]lbb]cfdfn]eGof . ox]fsf 5f]fxçsf]; aUtn]d lalupf /] Sof,  
To; h]xhdl 3/ ; /\$]f].Æ

**प्रश्नहरू**

-!\_dflysf egf0 ss; sf xg\<

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

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

-\$\_lbb]cfdfsf]Joj xf/sf sf/0f afNok]df afwf ku\$]f]5 eGg]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]ljlrqtf, cfn'vfP klG dfG5]vfPsf]s'/f ; sfg{; Sbg . ; fob o; h]xf]hf .cfn'vfP/ k]f]sf]wfs...  
nufpg]rng rn\$]f]. pl; gsf]eft x; /] dl; gsf]ehf Ho'gf/ u/]eGg]lv lnP/ ad k8\$fo{zflGtsf]  
cleofg rnfPsf]eGg]Dd bhf{bhf\$ wSs'afhxç ; #/df kfG5g\ af:tadf ol ; a}cfn'vfP/ k]f]sf]  
wfs nufpg]xg\cyf{\sdh]u/\$]f]glr]tfnf0{wfsn]9fSg' cfn]fbsf]wld\$ kif xf] hf]la; h]ztf]Ablsf  
k]o\$ JolQm]kfnG ug]k5{.Æ

k7gx2

-!\_ dfG5h]cfn' vfP/ klg vfPf eGg g; Sg'sf]sf/Of s]xf]<

-@\_ cfn' vfP/ k\$fsf] wfs nufpgk2 s:tf xG5g\ <

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

-\$\_ e}j cofh'sf]la; f}ztfAb'sf dfG5hf0{xg}o; b[[6sf]fklt tkf0\$[f]s] kltlqmf 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 / kφTj dWw] sg}b0{cfwf/af6 kZg ; fljg].  v_ a9ldf kfr c1f/; Ddsf kfr j 6f zAb lb0{ ltgsf] c1f/ ; Argf / ; aWof 56&dfpg nufpg].
@	j 0f{l j Gof; / lrxg kl/ro	klxrfgdhs	!	!	%	hDdf !) j 6f q16 -j 0f{/ dfqfut cf7 / lrxgut b0{ ePsf kfr jfSosf] 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; fl	klxrfgdhs	!	!	@	@% zAb; Ddsf] cgR5ϕ lb0{ To; af6 tT; d, tb&j / cfuGt'sdWw] s'g}b0{ cfwf/af6 ag\$ f b0{ b0{ zAb vfljg]

						nufpg].
%	zAb JoTkfbg	klxrfgdhs tyf kpfjgdhs	#	@	^	<p>s_ tT; d tyf tbèj bj}; ftsf lTg pk; u{ / lTg kToo lb0{ zAb agfpg nufpg].</p> <p>v_ pk; u{ / kTosf] ofjln] agsf sdtldf cf7 -rf/ j6f pk; u{ JoTkGg / rf/ j6f kToo JoTkGg_ zAbxç ePsf]cgR5b lb0{To; af6 # j6f pk; u{ JoTkGg / # j6f kToo JoTkGg zAb vflg nufpg] cyjf pQm JoTkGg zAbdWo] 5 j6fdf /yfaçg u/L pk; u{/ kToo 56bdfpg nufpg].</p> <p>u_ ;d:t tyf làTj zAbxç ePsf] cgR5baf6 lTg ;d:t zAb / lTg làTj zAb vflh ljuç tyf làTj ljR5b ug{nufpg].</p> <p>3_ ;lgwoSt pk; u{ JoTkGg, kToo JoTkGg, ;d:t JoTkGg / cfzçs tyf cfkl/jltç làTj JoTkGg zAbxç ePsf]cgR5b lb0{To; af6 ;lgwoSt 5 j6f zAb klxrfg u/L ;lgw ljR5b ug{nufpg].</p>
^	zAb çkfog	çkfjnl -; Hfkt_	@	!	%	<p>s_ kln^ul jf :qln^ul stf{ePsf] k:/k/df clGjlt ldnçf kfir jfsosf] cgR5b lb0{ To; nf0ç ln^lut cfwf/df jfSo 9firf kl/jtç ug{nufpg].</p> <p>v_ Ps jrg jf axjrg stf{ePsf] kfir jfsosf] cgR5b lb0{ jrgsf cfwf/df To; sf]jfsO 9firf kl/jtç ug{nufpg].</p> <p>u_ ljleçg k?if / cfb/fyl{stf{ePsf] kfir jfsosf] cgR5b lb0{ jfSo 9firf ;lxt k?if tyf cfb/ kl/jtç ug{nufpg].</p> <p>3_ sç} Ps sfn, klf / efj;u</p>

						;DalGwt lqmfkboSt kfr jfSof] cgR5# lb0{jfSo 9frf 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\$# 5 j6f jfSox# ePsf] cgR5# lb0{ ;^alt ldnfpg nufpg].
*	jfSofT/of	klxrfgdhs / # kl/j t#Tds -; /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#Tds 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_	#	!	!)	ljleGg 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.

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## **PRINCIPLES OF ACCOUNTING – I**

**(SUBJECT CODE: 124)**

Grade XI

Full Marks: 100

Teaching Hrs: 150

### **Introduction**

Accounting is an activity designed to identify, measure, and communicate financial information about economic entities to interested persons. It is both an art and a science of keeping record of financial transactions, presenting and analysing financial information of government and non-governmental enterprises. It is an essential component of commerce education.

### **General Objectives**

General objectives of this course are to:

- introduce basic principles of book-keeping and accounting, accounting of non-profit organization and governmental accounting.
- provide fundamental knowledge of book-keeping and accounting required while pursuing higher education in commerce and management fields.

### **Specific Objectives**

On completion of this course, the student shall be able to:

- develop strong foundation in terms of knowledge and understanding required for advanced level education in management and accounting;
- learn basic concepts and procedures to prepare financial statements;
- understand the procedure of accounting for government, non-government and non-profit organizations;
- ascertain profit or loss from incomplete accounting records.

<b>Unit-wise Teaching Hours</b>			
<b>Units</b>	<b>Chapters</b>	<b>Teaching Hours</b>	
1	Book-keeping and accounting concept	8	
2	Recording of transactions	18	
3	Cash and banking transaction	15	
4	Trial Balance and Accounting Errors	10	
5	Final Accounts	36	
6	Depreciation	8	
7	Reserve and Provision	4	
8	Accounting for Non-profit Organisation	15	
9	Accounting for Incomplete Records	6	
10	Government Accounting	30	
	<b>Total</b>	<b>150</b>	

## Course Content

- Unit 1 Book Keeping and Accounting Concept 8 Teaching Hours**
- Meaning and concept of Book-keeping and Accounting; Origin and evolution of Book-keeping; Objectives of Book-keeping and Accounting; Functions of Book-keeping and Accounting; Scopes of Accounting
- Basic Accounting Concepts:**
- Business Entity Assumption, Money Measurement Assumption, Going Concern Assumption, Accounting Period Assumption, Revenue Realization Principle, Cost Principle, and Matching Principle.
- Double Entry Book-keeping:**
- Meaning and Concept, Features and Advantages of Double Entry System of Book-keeping; Accounting cycle; Accounting Equation.
- Unit 2 Recording of Transactions 18 Teaching Hours**
- Basic terminologies:**
- Capital; Liabilities:* Long term and short term liabilities;
- Assets:* Fixed assets, Current assets, Investment, Tangible and Intangible assets, Inventory; Revenue, and Expenses.
- Rules of debit and credit:* On the basis of personal, real, and nominal accounts; On the basis of increase or decrease of assets, liabilities and capital.
- Books of Original Entry:**
- Journal entries for following transactions:* Capital, liabilities, assets, purchase, sales, credit transactions for purchase and sales, loss and gains, revenues and expenses, return outward and inward, compound transactions including acceptance, discounting, and dishonour of bills of exchange.
- Ledger Account:* Concept, objectives, importance and utility, opening of accounts, format of account - "T" form and continuous balance form, posting into ledger accounts with and without journal entries, closing and balancing of ledger accounts.
- Subsidiary Books and its types**
- Purchase Book:* Concept, Purchase Invoice, Trade discount and Cash discount, Preparation of purchase book and posting to purchase account
- Sales Book:* Concept, Sales invoice, preparation of sales book and posting to sales account.
- Purchase Return Book:* Concept of debit note, preparation of purchase return book and posting to purchase return account.
- Sales Return Book:* Concept of credit note, preparation of sales return book and posting to sales return account.
- Unit 3 Cash and Banking Transactions 15 Teaching Hours**
- Concept of Cash and Banking Transactions**
- Banking Concepts:* Cheque - meaning and types; Parties to cheque, Endorsement of cheque, Dishonour of cheque, Bank statement (Pass Book).
- Cash Book:* Simple cash book and bank book, Cash book with: Cash and bank column, Cash and discount column, Bank and discount column, Triple columns cash book.
- Petty cash book:* Simple and analytical.
- Bank Reconciliation Statement:* Reasons for disagreement between cashbook and bank Statement (passbook) balances, overdraft and its meaning, preparation of bank reconciliation statement from cashbook and passbook balances and overdrafts.

- Unit 4 Trial Balance and Accounting Errors 10 Teaching Hours**
- Trial Balance**  
 Concept, objectives and preparation of unadjusted trial balance.
- Accounting Errors**  
 Meaning and types of accounting errors, errors disclosed and not disclosed by trial balance, rectification of errors before and after preparation of trial balance. Suspense account: Meaning, utility, and preparation of suspense account.
- Unit 5 Final Accounts 36 Teaching Hours**
- Capital and Revenue Concept:**  
 Meaning and concept, types and difference between capital and revenue: receipts, expenditure, losses, profit, and reserves.
- Trading Account:**  
 Concept, importance, advantages and its preparation; closing entries.
- Profit and Loss Account:**  
 Concept, advantages and method of its preparation, difference between gross profit and net profit; closing entries.
- Balance Sheet:**  
 Concept, importance, objectives, assets and liabilities; Marshalling of assets and liabilities.
- Journal Proper:**  
 Concept and importance, entries for adjustments. Preparation of Adjusted Trial Balance.
- Preparation of Final Accounts:**  
 Preparation with or without following adjustments: outstanding expenses, prepaid expenses, advance income, accrued income, depreciation, appreciation, closing stock, bad debts, loss of goods, provision for bad debt, provision for discount on debtors, drawings in cash and in kinds, interest on loans, and investments.
- Unit 6 Depreciation 8 Teaching Hours**
- Concept and causes of depreciation, advantages of providing depreciation, factors affecting the amount of depreciation.
- Fixed Instalment Method:**  
 Meaning, advantages and disadvantages, Accounting treatment for; purchase of assets, charging yearly depreciation, addition and disposal of assets.
- Reducing Balance Method**  
 Meaning, advantages and disadvantages, Accounting treatment for purchase of assets, addition and disposal of assets, preparation of ledger accounts.
- Unit 7 Reserves and Provisions 4 Teaching Hours**
- Concept and the objectives of maintaining the following reserves: General reserve and secret reserve, Specific reserves: Sinking fund, Research and development fund, Reserve for redemption of liabilities, Accounting treatment for: Provision for bad debt, Provision for discount on debtors, General reserve and Research and Development fund.

- Unit 8 Accounting for non-profit organisations 15 Teaching Hours**  
 Concept and terminologies of non-profit organizations  
**Receipt and Payment account**  
 Concept, features and limitations, relevant items of receipt and payment account  
**Income and Expenditure Account**  
 Meaning and relevant items of income and expenditure account, distinction between receipt and payment account and income and expenditure account.  
**Balance Sheet**  
 Meaning and concept of Balance Sheet for non-profit organisations.  
**Preparation of Final Accounts for non-profit organisations with or without following adjustments:**  
 Outstanding subscription, advance subscription, outstanding expenses and prepaid expenses, accrued income and advance income, revenue and capital nature of receipts, gain or loss on sale of assets, depreciation, interest on loan and investment, life membership fees, entrance fees, legacies, endowment fund and donations.
- Unit 9 Accounting for Incomplete Records 6 Teaching Hours**  
**Single entry system of book keeping:**  
 Concept and features, advantages and disadvantages, difference between single and double entry system of book keeping.  
**Preparation of statement of affairs and ascertainment of profit or loss:**  
 Meaning and importance of statement of affairs, preparation of opening and closing statement of affairs and ascertainment of profit or loss.
- Unit 10 Government Accounting 30 Teaching Hours**  
 Concept, objectives and features of government accounting, difference between government and commercial accounting  
**HMG Accounting System:** Historical background of HMG accounting systems, Present accounting system: Introduction, objectives, importance, features, and forms used  
**Principles of HMG accounting system:** Budgetary accounting (Heads of expenditure classification), rules of debit and credit, and cash basis of accounting.  
**Accounting for operating level:**  
*General journal voucher:* Meaning, journal voucher for Budget expenditure, advance expenditure and clearance of advances under budget heads and miscellaneous transactions; current fund and budget release, establishment of petty cash fund and closing of its account, budget transfer, loan and yearly closing for regular and development budget.  
*Bank Cash Book:* Meaning of bank cash book, preparation of bank cash book with or without vouchers for different types of transactions.  
*Budget sheet:* Introduction to budget sheet, Preparation of budget sheet with or without preparing vouchers for different types of transactions  
*Ledger account:* Meaning and maintenance of ledger account for current fund and budget release and other miscellaneous transactions.  
*Petty Cash Book:* Meaning and maintenance of petty cash fund, record keeping for petty cash expenses, reporting for reimbursement of expenditure.  
*Expenditure report:* Meaning and preparation of monthly expenditure report, and monthly advance expenditure report.

Unit-wise Weightage							
Units	Title	No. of Questions			Marks allocated		
		Th.	Pr.	Tot.	Th.	Pr.	Tot.
1	Book-keeping and accounting concept	2	1	3	6	2	8
2	Recording of transactions	-	2	2	-	6	6
3	Cash and banking transaction	-	2	2	-	12	12
4	Trial Balance and Accounting Errors	1	1	2	2	4	6
5	Final Accounts	1	2	3	2	18	20
6	Depreciation	-	1	1	-	8	8
7	Reserve and Provision	1	1	2	2	2	4
8	Accounting for Non-profit Organisation	-	1	1	-	10	10
9	Accounting for Incomplete Records		1			4	4
10	Government Accounting	2	3	5	6	16	22
	<b>Total</b>	<b>7</b>	<b>15</b>	<b>22</b>	<b>18</b>	<b>82</b>	<b>100</b>

Prescribed Text Book:

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

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**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.



**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: Bhundipuram 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.

# **Hotel Management**

## **Grade-XI**

# **PART**



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### **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**

<b>S. N.</b>	<b>Subject</b>	<b>Theory Class room</b>	<b>Demonstration</b>	<b>Total hours</b>
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
	<b>Total</b>	<b>130</b>	<b>20</b>	<b>150</b>

# 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	$10 \times 3 = 30$
Short answer question	8	6	$6 \times 5 = 30$
Objective questions	15	15	$15 \times 1 = 15$

	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 smelled 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 of one single item. For example, a room includes comfort, security, privacy, convenience, cleanliness 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
	<b>Total</b>	<b>20</b>

### 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 :

<b>S. N.</b>	<b>Sub-unit</b>	<b>Teaching hour</b>	<b>Class room demonstration hour</b>
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	
	<b>Total</b>	<b>25</b>	<b>5 ( 25 + 5 = 30)</b>

### 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	
	<b>Total</b>	<b>20</b>	<b>5 ( 20 + 5 = 25)</b>

**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 Bouguet 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	
	<b>Total</b>	<b>30</b>	<b>5 ( 30 + 5 = 35)</b>

## **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	
	<b>Total</b>	<b>15</b>	<b>5 ( 15 + 5 = 20 )</b>

**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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<b>Part B : Evaluation System</b>		
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02	: Unit II	
	: Introduction to Hotel Industry	
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	: Housekeeping Department.	



## **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:**

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