



**First Term Exam – 2070**

Grade: XI  
Time: 3 hrs.

Subject: Hotel Management

F.M.: 75  
P.M.: 30

**Set A**

1. Long Questions (**any three**).
  - i. Explain the sequential procedure of Check-In and Check-Out of the guest.
  - ii. Draw the organization Chart of Large hotel and explain briefly functional department.
  - iii. Explain the evolution of Tourism
  - iv. Explain F.O department with various section.
2. Short Notes:
  - i. Describe the different impact of tourism on our country.
  - ii. Explain hospitality and tourism industry.
  - iii. Write down the importance of organization chart.
  - iv. Describe the major department of a hotel.
  - v. Explain hotel plan and it's types.
  - vi. Write down the handling procedure of paging and message.
  - vii. Write down the different between Hotel and Resort.
  - viii. Define Catering and Write down their types.
3. Write Full Form:
 

a. EAM	b. HOD	c. MAP	d. FOC	e. WTO
f. NATTA	g. HAN	h. IATA	i. IHA	j. PATA
4. Match the following:
 

KFC	Highway
Fulbari	Hyatt
Hotel	Restaurant Choun
Flight Catering	Resort
Hillton	Chef
Auguste Escoffier	ownership
Franchise	Sky chef
Chain Hotel	Hotel Cherr
Casino hotel	maintenance
Engineering	Gambling
5. Write True ( T ) and False ( F ):
  - i. Guest Check – Out is done by Front Officer Cashier.
  - ii. Standard Check- Out time at house guest is 10 : 00.a.m
  - iii. Information section maintain room knock.
  - iv. A VIP amenities Voucher is issued by an information assistant.
  - v. Pre-Registration Formation are offer done for VIP's.



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**Set B**

1. Long Questions (**any three**).
  - a. Draw the Chart of F.O department and write down Job responsibility of F.O manager.
  - b. Define Tourism and Write down the importance of Tourism
  - c. Define hotel and explain the classification of hotel.
  - d. Highlight the positive impact of domestic tourism in the national economy.
2. Short Notes:
  - a. Write basic difference between Attraction and Amenities.
  - b. What are the various types room and room symbol found in a hotel?
  - c. Define hospitality and state it sectors.
  - d. Define term sustainable and ethic tourism.
  - e. Write down job description of receptionist.
  - f. Explain Chain hotel and restaurant with examples.
  - g. Define tourist and write their types.
  - h. Write down the F.O staff Attributes.
3. Write Full Form:
 

a. GRE	b. GIT	c. EMT	d. ARR	e. DM
f. RDM	g. HRM	h. VAT	i. YWCA	j. BBQ
4. Match the following:
 

Pent House	Mail and message
Bell boy	Root top
Sunday service	lobby
European plan	departure
Check-Out	Room only
Scanty baggage	Skipper
Bell Up	Fax
Information	Baggage Check-In
Studio	Full board
American plan	Coven
5. Write True ( T ) and False ( F ):
  - a. Organized tour was started by Marco Polo.
  - b. Religious Visitors are not tourist.
  - c. Resort hotels are city hotel.
  - d. Catering industry comparison of accommodate only.
  - e. Holiday-inn is the World' largest hotel Choun.