



Second Term Exam – 2070

Grade: XI
Time: 3 hrs.

Subject: Hotel Management

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

Set A

A. Long questions: **(Any three)** [3×10=30]

1. What is tourism and why Lumbini will be the main tourism destination of Nepal for international tourism? Discuss.
2. Enlist check-in and check-out procedure of a guest in a large hotel.
3. What are the foods and beverage service out-lets found in a hotel?
4. Draw an organization chart of a large hotel showing various departments with the position at the department heads.

B. Short questions: **(Any six)** [6×5=30]

1. Explain in brief about the function of front office department.
2. Discuss the development of hotel industries in Nepal.
3. Define kitchen safety rules and its procedure.
4. Write Job description of a waiter.
5. What are the qualities attributes of food and beverage staff? Explain.
6. Define tourist and enlist their types.
7. Highlight the positive impact at domestic tourism the national economy.
8. What are the various types at rooms and room symbol found in a hotel?

Objective questions:

C. Attempt all questions: [5×1=5]

a) Write T for true and F for false for the following statements:

1. Thomas cook is a renowned chef.
2. Shangrila hotel of Nepal is an international chain hotel.
3. Sommelier is a wine waiter.
4. Crockery is also known as Chinaware.
5. Beal captain is within F and B dept.

b) Fill in the blanks: [5×1=5]

1. Hotels located on highway are called ____ (resort/hotel)
2. Industrial catering falls under ____ (primary/secondary catering)
3. Chef de-partie is the head of ____ (kitchen department/kitchen section)
4. A la carte is ____ menu. (choice/fixed)
5. Room Report is prepared on ____ basis. (daily/weekly)

c) Write the full form of: [10×0.5=5]

1. N.T.B
2. G.I.T
3. E.D.R
4. E.M.T
5. K.F.C
6. I.H.A
7. N.A.T.T.A
8. M.O.C.T.A
9. E.H.K
10. C.D.P



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Set B

- A. Long questions: **(Any three)** [3×10=30]
1. What are Cutlery, Crockery and Hollowware? Explain and write five examples.
 2. Define hotel and different types of hotels fall under the location factor? Explain.
 3. What are the various section within a front office department? Explain? Illustrate with the chart.
 4. Draw a neat organizational chart of kitchen development of a hotel. Show the section to write the job responsibilities of Executive Chef.

- B. Short questions: **(Any six)** [6×5=30]
1. What are the rules regarding food and beverage personal hygiene and grooming?
 2. Draw a neat format of an Errand card and explain its importance uses.
 3. How is the check-in process carried out? Explain.
 4. Thomas cook is the father of tourism? Explain.
 5. What are the area of co-operation between food and beverage to other?
 6. Why is tourism important for Nepal?
 7. Attitude of a service staff is more valuable than the hospitality knowledge and skill. Explain.
 8. What are the importances of organization chart?

Objective questions:

- C. Attempt all questions: [5×1=5]
- a) Fill in the blanks:
1. Sommelier is also known as _____
 2. Commis-de Rang is also known as _____
 3. Chain operated organization are also known as _____
 4. Crockery is also known as _____
 5. Front office is also known as _____ center of a hotel.

- b) Match the following: [5×1=5]
- | | |
|-----------------|----------------|
| 1. Chamber maid | fat |
| 2. Fax | lobby |
| 3. Travel dine | room attendant |
| 4. Cereal | persons |
| 5. Margarine | barley |

- c) Write the full form of: [10×0.5=5]
1. V.A.T
 2. M.A.P
 3. E.P.N.S
 4. M.O.C.T.A
 5. N.A.T.T.A
 6. F.I.T
 7. K.O.T
 8. C.D.P
 9. T.D.H
 10. K.F.C