



First Term Exam – 2071
Subject: Hotel Management

Grade: XI
Time: 3 hrs.

F.M.: 75
P.M.: 28

Set 'A'
Group-A

(Long answer questions)

1. Attempt any three questions

[3×10=30]

- Explain the sequential procedure of Check-In and Check-Out of the guest.
- Draw an organization chart of a large hotel showing different sections of the department. Explain it.
- Explain the evolution of Tourism.
- Discuss the importance of hospitality industry in the economy of Nepal.

Group-B

2. Short answer question (Any six)

[6×5=30]

- Define term Attraction and Accommodation.
- Define Tourist and write down their types.
- Define Catering and write down their types.
- Why is tourism important for Nepal?
- Make a list of chain hotels and underline the operating chain hotel in Nepal.
- Write job responsibility of Receptionist.
- Write down the job responsibility of Front Office Manager.
- What are the essential attributes of front office personnel? Explain.

Group-C

3. Write full form

[10×0.5=5]

- W.T.O
- MOTCA
- HAN
- TAAN
- NATTA
- IHA
- TGIF
- KFC
- RDM
- HRD

4. WRITE TRUE (T) OR FALSE (F)

[5×1=5]

- Thomas cook is recognized as the father of Modern Tourism.
- Religious visitors are not tourists.
- Pre- registration formalities are often done for VIPs.
- Paging is the system of locating the guest within the hotel premises.
- Holiday-Inn is the world's largest hotel chain.

5. Write short Note

[5×1=5]

- chain Hotel
- Ethnic Tourism
- Cabana
- excursionist
- Hotel plan



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Set 'B'
Group-A

(Long answer questions)

1. Attempt any three questions

[3×10=30]

- Define Front office and explain their section.
- Define Hotel and Classify Hotel as per Location and explain them very briefly.
- Define Tourism and write down the Impact of Tourism.
- What are the importances's of Tourism?

Group-B

2. Short answer question (Any six)

[6×5=30]

- Write down the second phase of evolution of Tourism.
- What is the attraction in tourism? Explain its types.
- Make an organization chart of Front office department and write job responsibility of Information Assistant.
- What are the Functional department in Hotel and Explain?
- Write short notes on different tourism activities available in Nepal.
- Why is tourism important for Nepal?
- Define Chain Hotel and Make a list of chain hotels.
- What are the components of Tourism? Explain.

Group-C

3. Write full form

[10×0.5=5]

- G.I.T
- G.R.E
- C.I.P
- T.I.A
- I.A.T.A
- N.T.B.
- I.U.O.T.O
- F.O.M.
- H.R.M.
- P.A.T.A

4. WRITE TRUE (T) OR FALSE (F)

[5×1=5]

- Elite Tourist are budget Tourists.
- Tourism industry is also known as hospitality Industry.
- Motel is a hotel in highway.
- Las Vegas is famous for Resort.
- Thomas cook is recognized as the father of Modern Tourism.
- Religious visitors are not tourists.
- Pre- registration formalities are often done for VIPs.
- Paging is the system of locating the guest within the hotel premises.
- Holiday-Inn is the world's largest hotel chain.

5. Write shot Note

[5×1=5]

- Transit Hotel
- Amenities
- Tornos
- concierge
- Modified American plan