



Second Term Exam – 2071

Subject: Hotel Management

Grade: XI
Time: 3 hrs.

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? Explain it.
4. Draw an organization chart of a large hotel showing various departments with the position at the department heads. Highlight major and minor department.

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

1. Draw the Organization chart of Food and Beverage Department and Explain in brief about the function of Food and Beverage Department.
2. Discuss the Second phase of Evolution of Tourism.
3. What are the component of tourism and explain it.
4. Write job description of Front Office Manager.
5. What are the Attitude, Skill and Knowledge of F&B.
6. Define tourist and enlist their types.
7. Highlight the positive and negative tourism in Nepal.
8. What are the various types at Sundry service used in F.O department and explain it.

Objective questions

C. Attempt all questions: [5×1=5]

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

1. The hotel Industry is closely linked to travel.
2. Shangri-La hotel of Nepal is an international chain hotel.
3. Sommelier is a wine waiter.
4. Crockery is also known as Chinaware.
5. Bell captain is within F and B dept.

b) Fill in the blanks: [5×1=5]

1. Hotels located on highway are called _____
2. Industrial catering falls Under _____
3. Crockery is also known as
4. Sommelier is also known as
5. Room Report is prepared on _____ basis.

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 write 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. Define Tourism and Write down the Evolution of Tourism in brief.

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

1. What are the Attributes of Front Office Staff? Explain it.
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. Define Registration and Write their activities.
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 importance 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