



First Term Exam – 2072

Grade: XI  
Time: 3 hrs.

Subject: Hotel Management

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 the organization chart of large hotel, show the departments and also explain the importance of organization chart.
  - Define hotel and explain its types according to location.
  - Explain the evolution of Tourism.

### Group-B

2. **Short answer question (Any six)**  
[6×5=30]
- Types of room and explain.
  - What is the importance of organization? Explain.
  - Write the job description of receptionist.
  - Define catering and its types.
  - Define tourist and enlist types of tourist.
  - Explain the term Accessibility and accommodation.
  - Classify the hotel as per ownership and affiliation? Explain it.
  - Highlight the impact of domestic tourism in the national economy.

### Group-C

3. **Write full form** [10×0.5=5]
- NATTA
  - TAAN
  - MOCTA
  - IHA
  - NATHM
  - WTO
  - PATA
  - NARA
  - FOM
  - MAP
4. **WRITE TRUE (T) OR FALSE (F)** [5×1=5]
- Secondary catering establishments are service oriented organizations.
  - Mc Donald is a popular hotel chain organization.
  - Thomas cook is renowned chef.
  - Pent house is a type of room with balcony.
  - Nepal opened its door for foreigners only in 1941 A.D.
5. **Fill in the Blanks** [5×1=5]
- Catering is derived from the word.....
  - Motels are located on the .....
  - Mc Donald is a world larges.....
  - Hotels which are located at the sea beaches are called.....
  - Hotel specially meant for gambling is called.....

*\*Best of Luck\**



First Term Exam – 2072

Grade: XI  
Time: 3 hrs.

Subject: Hotel Management

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

**Set 'B'**  
**Group-A**

**(Long answer questions)**

- 1. Attempt any three questions [3×10=30]**
- Define Front office department and explain the various section within front office department.
  - Define tourism and explain types of Tourism.
  - Draw the organization chart of Front office department and write down the job responsibility of Front Office manager.
  - Explain the evolution of Tourism.

**Group-B**

- 2. Short answer question (Any six) [6×5=30]**
- Write down the job responsibility of Receptionist.
  - Define attraction and write their types.
  - What are the operational departments in Hotel? Explain it.
  - What are the accessibility of tourism and write their types.
  - How check-Out process is carried out.
  - Define catering and its types.
  - Define tourist and enlist types of tourist.
  - Classify the hotel as per ownership and affiliation? Explain it.

**Group-C**

- 3. Write full form [10×0.5=5]**
- N.T.B
  - G.I.T
  - E.D.R
  - E.M.T
  - K.F.C
  - I.H.A
  - N.A.T.T.A
  - M.O.C.T.A
  - E.H.K
  - C.D.P
- 4. WRITE TRUE (T) OR FALSE (F) [5×1=5]**
- Sundry service is free of cost service.
  - Walk- IN is the guest without prior reservation of hotel rooms.
  - Cashier is not a part of front office reception counter.
  - A tourist who travels in search of sunshine adventures activities is known as sun lust.
  - Nepal opened its door for tourism from 1960 onwards.
- 5. Fill in the Blanks [5×1=5]**
- Two single sized beds in a room are called.....
  - One day visitor is called.....
  - Hotel specially meant for gambling is called.....
  - Guest mails and message is handling by.....
  - Guest history card is maintained by.....

*\*Best of Luck\**