



Second Term Exam – 2072

Subject: Hotel Management

F.M.: 75

P.M.: 30

Grade: XI
Time: 3 hrs.

Set A

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

1. Define Tourism and write down the evolution of Tourism.
2. Enlist check-in and check-out procedure of a guest in a large hotel.
3. What are the foods and beverage service outlets 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. Write down any five names of cutlery / crockery and hollowware.
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 staff.
6. Define tourist and enlist their types.
7. Highlight the positive and negative tourism.
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 short note

1. Moulton
2. Travel desk
3. Mise-en-place
4. Occupancy Report
5. Excursionist

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. P.A.T.A
2. G.H.T
3. M.E.P
4. E.M.T
5. N.A.R.A
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 types 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. Write down the job Responsibility of waiter.
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) Write short note [1×5=5]

1. Primary catering
2. European plan
3. Paging board
4. Mise-en-scence
5. Dummy waiter

b) Write the full form of: [10×0.5=5]

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