GLOBAL COLLEGE OF MANAGEMENT

First Term Exam – 2071

Grade: XII | Subject: Hotel Management | F.M.: 75

Time: 3 hrs. | P.M.: 28

Set 'A'

Group-A

(Long answer questions)

1. Attempt any three questions [3×10=30]

a) Define Reservation and explain basic reservation activities.
b) What is the factor affection of Reservation? Explain.
c) Write down the Occupied Room Cleaning Procedure.
d) Define Cleaning and write down the methods of Cleaning used in Hotel. Explain.

Group-B

2. Short answer question (Any six) [6×5=30]

a) What is the Purpose of Reservation?
b) Define V.T.L & Make a neat format of Visitor Tabular Ledger.
c) Define Cleaning and Make a list of equipment and agents required for Hotel Cleaning.
d) Write a various steps involved in cleaning vacant room.
e) Write regret and apologizes letter to Golden Gate Travels for their 10 double rooms from 1st October 2014 to 10th October 2014.
f) What is the essential etiquette of Telephone Operator?
g) Define Carpet and write differentiate the woven and tufted carpets.
h) Define Metal and write down the care and cleaning procedure of Brass & Copper.

Group-C

3. Write full form [10×0.5=5]

a) W.T.O
b) MOCTCA
c) CCTV
d) CI
e) EPABX
f) IHA
g) GIT
h) KFC
i) RM
j) HRD

4. WRITE TRUE (T) OR FALSE (F) [5×1=5]

a) Florist deal with various floors.
b) In five star hotels, beds are made using 3 bed sheets.
c) Housekeeping department is also responsible for cleaning of kitchen.
d) The emergency key is under the control of floor supervisor.
e) Credit card transactions come under the city ledger.

5. **Write shot Note [5×1=5]**

a) Mansion
b) Crib Rate
c) wake-Up Call
d) City Ledger
e) Spring cleaning.

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Set 'B'

Group-A

(Long answer questions)

1. Attempt any three questions [3×10=30]

a) Define Reservation and write mode of payment used in Hotel. Explain.

b) Define V.T.L and Write Posting procedure of V.T.L.

c) Write down the departure room cleaning procedure.

d) What do you mean by spring cleaning and write down cleaning process.

Group-B

2. Short answer question (Any six) [6x5=30]

a) Make a neat format of Reservation Form with detail information.

b) Write a letter to the **Golden Gate Hotel** at Pokhara, enquiring reservation for a couple with 2 children planning to spend a week of their vacation from 1st October 2014.

c) What are the modes and sources of Reservation?

d) What do you mean by security through information?

e) Mention the types of floor and method of cleaning floor.

f) What are the different steps in cleaning bathroom?

g) What is flower arrangement? Name different flowers used in hotel.

h) What are the important points to be considered while shampooing carpet?

Group-C

6. Fill in the Blanks [5×1 =5]

a) Crib rate is applicable for ……. (Adult/Child)

b) Travelers Cheque is produced by……(Banks/Travel Agents)

c) Telephone Call should be pick-up before…….. (2 Rings/3 Rings/4 Rings).

d) An occupied room is attended…….in 24 Hours. (once/thrice/twice)

e) Mansion is used to polish……..surface.(plastic/Leather/Wood)

7. WRITE TRUE (T) OR FALSE (F) [5×1=5]

a) Voucher is a document that authorizes the holder for accommodation ad proof of pre-payment.

b) Pile is the surface of carpet consists of fibers or yarns.

c) A device that controls the flow of water from a pipe is termed as "Faucet".

d) A room that is taken occupied, and paid for but not slept is known as "vacant out.

e) Guests who come through the travel agency are not requested for advance payment.

8. Write shot Note [5×1=5]

a) No-Show

b) Guarantee Reservation.

c) Silvo

d) par stock

e) Log Book.