

Hotel Management – XI

SET - I

1) Write T for True and F for False for the following statement.(0.5x10=5)

- a) Ham is the meat cut around hind leg of pig-----
- b) Satellite kitchen is known as a separate preparation with many sections-----
- c) Poultry is volaille in French-----
- d) Room service is an outlet of housekeeping department-----
- e) Maulton is used to lay over the guest bed-----
- f) Table knives are the examples of flat ware-----
- g) Chamber maids are also called room maids-----
- h) Florist is person dealing with various guest floors.
- i) A VIP Amenities voucher is issued by an information assistant-----
- j) Paging is the system of locating the guest within the hotel premises-----

2) Match the Following

(0.5x10=5)

- | | |
|--------------|-----------------|
| a) Cafeteria | a) Bones |
| b) Consommé | b) Hollowware |
| c) Uniform | c) Self service |
| d) Poaching | d) wine waiter |
| e) Sauce | e) Housekeeping |
| f) Tea pot | f) Egg |
| g) Sommelier | g) Leisure |
| h) Tourist | h) Commodities |
| i) Spices | I) Soup |
| j) Stocks | j) Espanole |

3) Fill in the blanks

(0.5x10=5)

- a) Lettuce is a type of..... Vegetable (Flower/leaf)
- b) Source of salmonella is -----(poultry, sea food)
- c) Two single sized bed in a room is called.....(Double bed/twin bed)
- d) Garde manager refers to(cold section/hot section) of the kitchen.
- e) Room report is prepared on.....basis. (daily/weekly)
- f) Gardeners are supervised by -----(H/K DEPT./F.O. dept)
- g) 2011 is being celebrating as----- (Visiting Nepal Year/Nepal Tourism Year)

- h) Macedoine iscuts of vegetable (dice/strip)
- i) Serviette is also called------(Napkin/cruet set)
- j) Large hotel have more than ----- rooms(100/300)

4) Attempt any six questions (6x5=30)

- a) Write short notes on types of Tourism.
- b) Define tourist and enlist their types.
- c) What are the importances of organization chart? Explain.
- d) Discuss the operational departments of hotel and mention their sections.
- e) Write down the job responsibility of Receptionist?
- f) List and explain the various types of room and their symbols?
- g) Define and explain the functions of housekeeping.-
- h) Discuss the coordinating departments of food and beverage service department.

5) Attempt any three question 3x10=30

- a) Draw an organization chart of a large hotel and explain briefly functional departments.
- b) Define tourism and explain the nature of tourism and tourism product.
- c) Describe the hospitality knowledge, skill, and attitudes essential among F & B service personnel? Discuss.
- d) Write kitchen safety rules to prevent cuts and burns remembering the phrase “Prevention is better than cure”

SET - II

1) Write T for True and F for False for the following statement.(0.5x10=5)

- a) Thomas cook is the father of tourism.
- b) Religious visitors are not tourists.
- c) Brunch refers to combination of breakfast and dinner.
- d) Mr. E.M. Statler was one of the hotel industrialists who initiated the concept of chain hotel.
- e) Scanty baggage is a term used for any guest with light baggage.
- f) Pent house is a type of room with balcony
- g) Bell captain is within the F & B department.
- h) Nuts contain a high percentage of carbohydrates, fat, protein.
- i) Spooning is personal hygiene.
- j) Lounge bar is also known as public bar.

2) Match the Following (0.5x10=5)

- | | |
|--------------|---------------------|
| a) Cheddar | cheese () |
| b) Demerara | sugar () |
| c) Cruet set | serviette () |
| d) Napkin | salt and pepper () |
| e) Banquet | outlets () |
| f) Sideboard | Tavern () |
| g) Waiter | steward () |
| h) Bar | dumbwaiter () |
| i) Chinaware | ceramic () |
| j) Gueridon | Flambe' () |

3) Write down the full form

(0.5x10=5)

- a) APC
- b) ARR
- c) CDP
- d) CIP
- e) RSM
- f) BOM
- g) WTO
- h) YMCA
- i) DM
- j) BBQ

4) Attempt any six questions

(6x5=30)

- a) List the duties and responsibilities of captain.
- b) What are the qualities attributes of food and beverage staffs? Explain.
- c) Define and explain the various types of kitchen.
- d) What are the basic points to be considered while planning kitchen in the hotel? Explain.
- e) Explain the functions and sources of protein and minerals.
- f) Define catering and explain outdoor catering.
- g) What are the components of tourism? Explain it.
- h) Draw the sample of guest registration chart with guest information.

5) Attempt any three question

3x10=30

- a) Enlist check-In and Check-Out Procedure.
- b) Describe the evolution of tourism in global perspective.
- c) Define food poisoning and explain its causes and its control measures.
- d) Define and enlist types of food and beverage outlets and explain them briefly.

SET - III

1) Write T for True and F for False for the following statement.(0.5x10=5)

- a) Commis de rang is a person, who serves food and beverage in the restaurant.
- b) Fork and spoon refer to cutlery.
- c) Maulton is used to lay over the guest table.
- d) Valet service is process of providing laundry service to the in house guest.
- e) Lost and found section handles safe deposit boxes.
- f) Uniformed staffs are do it all persons.
- g) Yeast can be used as raising agents.
- h) Food value of sugar is 99%
- i) Paging is the system of locating the guest within the hotel premises.
- j) Cashier is not part of from office reception counter.

2) Match the following (0.5x10=5)

- | | |
|------------------------|--------------------------|
| a) American plan | room () |
| b) Suite | departure () |
| c) Scanty baggage | roof top () |
| d) Pent house | Light baggage () |
| e) Check out | Full Board () |
| f) Tourism industry | eco tourism () |
| g) Sun lust | Hospitality Industry () |
| h) Aristocrats | Man of few words () |
| i) Tangible service | Porto Tourism () |
| j) Cultural difference | Material service () |

3) Write down the full form (0.5x10=5)

- a) TAAN
- b) PATA
- c) REBAN
- d) IUOTO
- e) HSEB
- f) UNWTO
- g) NTB
- h) INGO
- i) NATTA
- j) HAN

4) Attempt any six questions (6x5=30)

- a) Why is tourism important for Nepal?
- b) Define tourism and their characteristics?
- c) Write short note on classification of hotel on the basis of ownership and affiliation.
- d) Define catering and explain outdoor catering.
- e) Write down the job description of receptionist.
- f) List the information to be provided to the guest about hotel and facilities available.
- g) What are the duties and responsibilities of Chef de partie.
- h) Define basic hygiene and explain the personal hygiene.

5) Attempt any three question 3x10=30

- a) Define elementary nutrition and explain any three of them.
- b) Draw the organization chart of F & B department and write down the job responsibility of F & B Manager.
- c) Define front office and explain their sections.
- d) What are the positive and negative impacts of tourism?

SET - IV

Candidates are required to give their answer in their own words as far as practicable.

Group A

(Objective questions)

1) Write (T) for True (F) False

[5×1=5]

- a. Temporary visitors, who stay less than 24 hours, known as excursionist.
- b. Motel is a hotel which is not located on highway.
- c. Faucet is a device that controls the flow of water from pipe.
- d. Briefing is carried out before the work shift.
- e. Yeast is a type of clarifying agent.

2) Match the phrases by putting correct alphabet.

- | | |
|------------------|---------------------|
| a. Crowne plazze | () Central measure |
| b. Table D'hote | () House keeping |
| c. Pent-house | () Type of rooms |
| d. Master key | () Fixed menu |
| e. K.O.T | () Soaltee |

3) Choose the correct answer.

- a. The term 'SB' denotes
 - i. Simple Breakfast
 - ii. Special Bed
 - iii. Scanty Baggage
 - iv. All of above
- b. An attendant who receives in house guest's laundry and delivers them.
 - i. Houseman
 - ii. Butler
 - iii. Valet
 - iv. Florist
- c. A guest who extends, his/her period of stay than expected.
 - i. Stay over
 - ii. Stay on
 - iii. Stay out
 - iv. None
- d. Which one of these is not a cereal?
 - i. Oat
 - ii. Barley
 - iii. Artichoke
 - iv. Rye
- e. Yoghurt is a thick liquid made of.
 - i. Milk
 - ii. Curd
 - iii. Cream
 - iv. Cereal

Group B

(Short answer questions)

- 4) **Attempt any six questions.** [6×5=30]
- a. Tourism and their types.
 - b. Air catering in Nepal.
 - c. Check-out procedures.
 - d. Sundry services.
 - e. Types of keys.
 - f. Types of kitchen,
 - g. Mineral and water.
 - h. Food & beverage service outlets.

Group C

(Long answer questions)

- 5) **Attempt any three question.** [3×10=30]
- a. Describe types of service equipment used in food & beverage. Service.
 - b. Explain the causes of food poisoning and its control measures.
 - c. Explain the following handling situations:
 - i. Lost and found
 - ii) Death of guest
 - d. Draw an organization chart of large hotel and explain briefly functional departments.

SET - V

Candidates are required to give their answer in their own words as far as practicable.

Group A

(Objective questions)

1) Write (T) for True (F) False

[5×1=5]

- a. Thomas cook is a renowned chef.
- b. Shangrila hotel of Nepal is an international chain hotel.
- c. Desk control is situated in lobby area.
- d. Floor in housekeeping refers to guest room areas.
- e. Sommelier is a wine waiter.

2) Match the following.

- | | |
|----------------|--------------|
| a. Belly | () Hind leg |
| b. Ham | () Foreleg |
| c. Chop | () Fillet |
| d. Tender Lion | () Ribs |
| e. Shoulder | () Bacon |

3) Fill in the blanks:

- a. Hotels Located on high-way are called.....(resort/motel)
- b. Industrial catering falls under....(primary catering/secondary catering)
- c. Chef de Partie is the head of....(kitchen department/kitchen's section)
- d. A la carte is.....menu (choice/fixed)
- e. Room report is prepared on.....basis. (daily/weekly)

Group B

(Short answer questions)

4) Attempt any six questions.

[6×5=30]

- a. Discuss the characteristics of tourists.
- b. What is hospitality? Explain and illustrate its sectors.
- c. Describe the transport catering.
- d. What are the steps to be followed in guest check-out procedures? Explain.
- e. What are the job responsibilities of room attendant? Explain.
- f. What are the sources of carbohydrate? Explain with its functions.
- g. Why is briefing held in food and beverage department of a hotel? Discuss.
- h. What different types of hotels fall under the location factors? Explain.

Group C

(Long answer questions)

5) **Attempt any three questions.**

[3×10=30]

- a. What is tourism and why Lumbini will be the main tourism destination of Nepal for international tourists? Discuss.
- b. What are cutlery, crockery and hollow ware? Explain and write five examples of each.
- c. Draw an organization chart of kitchen brigade and show the sections and write the job responsibilities of executive chef.
- d. What are public areas of hotel? Explain briefly.

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