The Times Secondary School

Dillibazar, Kathmandu

First Terminal Examination – 2076

Grade: - XI **Set – A** Full Marks:-75

Stream: Management (Day Shift) Pass Marks:-30

Subject: - Hotel Management Time : 3hrs

Candidates are required to give their answers in their own words as far as practicable. The figures in the margin indicate the full marks.

Attempt all questions.

1. **Write (T) for true and (F) for false at the space provided.(1 × 5)= 5**
   a. Lobby is a part of Front Office. ( )
   b. Bell Captain is within F & B department. ( )
   c. Radisson hotel is international chain hotel. ( )
   d. Desk control is located at front of the house. ( )
   e. Table cloth is type of linen. ( )
2. **Match the following. (1 × 5)= 5**

a.	Lost and found	( )	guest arrival
b.	Cashier	( )	A quality
c.	Salesmanship	( )	Housekeeping
d.	Bed cover	( )	Front Office
e.	Welcome drink	( )	linen

3. **Write the full form of the following: (1 × 5)=5**
   a. D.N.D b. O.O.O c. A.P
   d. B.B e. V
4. **Explain the following Questions (any six) (5 ×6)= 30**
   a. Draw an organizational chart of Front Office of a large hotel.
   b. Explain the job description (duties) of Lobby Manager.
   c. Define the following sections of Housekeeping:
      i. Desk control ii. Lost and found section
   d. What is reservation and why it is important in hotel?
   e. Explain the job description (duties) of Public Area Supervisor.
   f. What are the Guest Supplies behind the door?
   g. Who is Florist and what does he do?
5. **Long Questions: (any three) (10 × 3)=30**
   a. Explain the different section of Front Office. What are the duties and responsibilities of Front Office Manager?
   b. Draw an Organizational Chart of Housekeeping of large hotel.
   c. Explain the different sections of Front of the house and Back of the house.
   d. What are the attributes (qualities) of Front Office Staff?

Good Luck

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Dillibazar, Kathmandu

First Terminal Examination – 2076

Grade: - XI **Set – B** Full Marks:-75

Stream: Management (Day Shift) Pass Marks:-30

Subject: - Hotel Management Time : 3hrs

Candidates are required to give their answers in their own words as far as practicable. The figures in the margin indicate the full marks.

Attempt all questions.

1. **Write (T) for true and (F) for false for the following: (1 × 5)= 5**
   a. Reception is part of Housekeeping. ( )
   b. Lobby Manager is within Front Office department. ( )
   c. Desk control is located at front of the house. ( )
   d. Table cloth is type of linen. ( )
   e. Marriot is international chain hotel. ( )
2. **Match the following: (1 × 5)= 5**

a.	Room maid	( )	A quality
b.	Operator	( )	linen
c.	Salesmanship	( )	Housekeeping
d.	Guest arrival	( )	welcome drink
e.	Bed cover	( )	Front Office

3. **Write the full form of the following: (1 ×5)= 5**
   a. M.A.P b. O.O.O c. DLX Room
   d. B.B e. D.N.D
4. **Explain the following Questions: (any six) (5 × 6)= 30**
   a. Draw an organizational chart of Housekeeping of a large hotel.
   b. Explain the job description (duties) of Bell Boy.
   c. Define the following sections of Housekeeping:
      i. Pest Control ii. Lost and Found section
   d. Define Check – In procedure
   e. Who is Florist and what does he do?
   f. What is reservation and why it is important in hotel?
   g. What are the Guest Supplies behind the door?
5. **Long Questions: (any three) (10 × 3)= 30**
   a. What are the attributes (qualities) of Front Office staff?
   b. Draw an Organizational Chart of Front Office of a large hotel?
   c. Explain the different sections of Front Office. What is the job description (duties) of Front Office Manager?
   d. Explain different sections of Front of the house and Back of the house.

*****Good Luck*****