



The Times Secondary School

Dillibazar, Kathmandu

First Terminal Examination – 2076

Grade: - XII

Set – A

Full Marks:-75

Stream: Management (Day Shift)

Pass Marks:-30

Subject: - Hotel Management

Time : 3 hrs

*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.

- Write (T) for true and (F) for false:** (1 × 5)= 5
 - A guest folio records all the expenses of the guest. ()
 - Reservation job includes handling reservation request. ()
 - Brasso is used to clean silver. ()
 - Table d' hote is a fixed menu. ()
 - Room service menu is served any time. ()
- Match the following:** (1 × 5)= 5

a. Table cloth	()	type of floral art
b. Mopping	()	mode of reservation
c. E-mail	()	linen
d. Guest napkins	()	daily cleaning
e. Ikebana	()	serviettes
- Write the word meaning:** (1×5)= 5

a. Evening service	b. D.N.D
a. City ledger	d. Terrazzo e. O.O.O
- Questions answer (any six)** (5 ×6)= 30
 - Explain the different modes of reservation.
 - Explain the different types of room rate.
 - Define daily cleaning and special cleaning with example.
 - Write the name of any ten public areas.
 - What is side board (side station)? Write the different equipments and related items kept in side board.
 - Differentiate between A' la carte menu and table d' hote menu.
 - Define different types of floral art.
- Long Questions answer. (any three)** (10 × 3)= 30
 - Define Reservation and explain the different sources of reservation.
 - Explain the procedure of occupied room cleaning.
 - Explain menu and Define different types of menu.
 - Explain Tariff and its types and make a format of tariff.

Good Luck



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- Write (T) for true and (F) for false for the following:** (1 × 5)= 5
 - City ledger records all credit transaction of the guest. ()
 - Housekeeping is responsible for cleanliness of the hotel. ()
 - Silvo is used to clean brass. ()
 - A' la carte is fixed menu ()
 - Tariff does not include check – out time. ()
- Match the following:** (1 × 5)= 5

a. Dusting	()	side station
b. Credit card	()	floral art
c. Crescent shape	()	daily cleaning
d. Frill	()	mode of payment
e. Side board	()	satin
- Define the word meaning:** (1 ×5) = 5

a. D.N.D	b. O.O.O	c. Granolithic
d. Turn down Service	e. Tufted carpet	
- Questions answer: (any six)** (5 × 6)= 30
 - Explain different factors that should be considered while selecting the floor.
 - Define carpet and explain its common problem.
 - Explain different types of room rate.
 - Differentiate between A' la carte menu and table d' hote menu.
 - Define different types of floral art.
 - Name ten cleaning equipments.
 - Writes short notes on cancellation of reservation and hotel tariff.
- Long Questions answer. (any three)** (10 × 3)= 30
 - Define Reservation and explain the different sources of reservation.
 - Explain the procedure of occupied room cleaning.
 - Explain menu and Define different types of menu.
 - Define types of telephone call and explain etiquettes on telephone.

Good Luck