



# The Times Secondary School

Dillibazar, Kathmandu

First Terminal Examination – 2076

Grade: - XII

Set – A

Full Marks:-75

Stream: Management (Morning 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.

## Group 'A'

### Objective Questions

- Write true or false: [5 × 1 = 5]
  - Lobby is the part of the front office.
  - Over booking is a normal practice in “large hotels “.
  - GIT is the mode of reservation.
  - Voucher is made for reservation.
  - No show is a term where guest doesn't arrive in spite of conferment reservation.
- Tick the correct words or phrases: [10 × 1 = 10]
  - DND card is supplied by
 

a. Housekeeping	c. Food and beverage
b. Front office	d. Food production
  - Reservation procedure includes:
 

a. Information racks	c. Whitney racks
b. Telephone racks	d. None of these
  - Evening turn down service is given to:
 

a. Vacant room	c. Departure room
b. Occupied room	d. DND room
  - Flooring with pieces of marbles set in cement with decoration chips are called:
 

a. Terrazzo	c. Granolithic
b. Parquet	d. Square
  - Telephone call should be pick – up before
 

a. two rings	c. four rings
b. three rings	d. six rings
  - Density chart shows the number of:
 

a. Occupied room	c. Vacant room
b. On room	d. Departure room
  - Basic stain is removed by :

- |                |                |
|----------------|----------------|
| a. Detergent   | c. Bleach      |
| b. Acetic acid | d. Oxalic Acid |
- The hotel will not claim cancellation charge in case of :
 

a. The time is still premium	c. The non – guaranteed reservation
b. The force majeure	d. All of the above
  - An occupied room is attend ..... in 24 hours
 

a. One	c. thrice
b. Twice	d. all of above
  - All guest of records are all the ..... of the house guest:
 

a. Complaints	b. Information's
c. Expenses	d. Guest history

## Group 'B'

- Short answer questions (Any six): [6 × 5 = 30]
  - What do you mean by guaranteed reservation ?
  - Explain method of cooking by dry medium with examples.
  - What are the needs and importance of cleaning?
  - Explain the different types of thin soup with an example.
  - Define brown stock? Explain about it.
  - Define carpet and different between woven and non- woven carpet.
  - Explain the turn down service and explain briefly.
  - Explain the type's tariff.
- Long answer questions (any three): [3×10 =30]
  - Explain bathroom cleaning and explain its procedures and steps of cleaning.
  - Define consume soup and explain the types of soup with an example.
  - What are the various factors affecting reservation? Explain them
  - Write a conformation letter to ACE Travels for their 10 double room booking from September 13- 10, 2018.

\*\*\*ALL THE BEST\*\*\*



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## Group 'A'

### Objective Questions

#### 1. Write true or false:

[5 × 1 = 5]

- a. Broth is a passed soup.
- b. Concierge is also known as information desk.
- c. City ledger is also known as non-guest account.
- d. Water is a cleaning agents.
- e. Evening service is also known as turn down services.

#### 2. Tick the correct words or phrases:

[10 × 1 = 10]

- A. Which of these is not located at the front office desk.
  - a. Cashier
  - b. Reception
  - c. Information
  - d. Telephone operator
- B. Seasoning is not done in
  - a. Soup
  - b. Stock
  - c. Sauce
  - d. All of the above
- C. Consommé is a type of \_\_\_\_\_ Soup.
  - a. Thin
  - b. Strained
  - c. Clear
  - d. All of them
- D. Red flower arrangement theme expresses:
  - a. Love and bravery
  - b. Cheerfulness
  - c. luxury
  - d. Peace
- E. Which one of these is not required to pay as Telephone bill in a hotel?
  - a. Direct dual long distance call
  - b. Announce call
  - c. International call
  - d. None of above
- F. Mention is used to polish
  - a. Metal
  - b. Wood
  - c. Leather
  - d. Plastic
- G. Puree soup is garnished with:
  - a. Crouton
  - b. Liason
  - c. Croutes
  - d. Roux

- H. The hotel will not claim cancellation charge in case of :
  - a. The time is still premium
  - b. The force majeure
  - c. The non – guaranteed reservation
  - d. All of the above
- I. An occupied room is attend ..... in 24 hours
  - a. One
  - b. Twice
  - c. thrice
  - d. all of above
- J. Potage item is a:
  - a. 1<sup>st</sup> Course
  - b. 2<sup>nd</sup> Course
  - c. 3<sup>rd</sup> Course
  - d. 4<sup>th</sup> Course

## Group 'B'

#### 3. Short answer questions (Any six):

[6 × 5 = 30]

- a. Write the purpose of reservation.
- b. What is floor and write it types?
- c. What is security through key cards?
- d. Explain the methods of cleaning surface.
- e. What are the types of Stock? Explain about it.
- f. Define PBX and PABX.
- g. Explain stain removal and also list any five treatment for removal of stain and spots.
- h. Explain the types of kitchen equipment.

#### 4. Long answer questions (any three):

[3×10 =30]

- a. Explain bed making procedures and steps of bed with the three bed sheets.
- b. Define Soup and explain the types of soup with an example.
- c. Define cooking and explain the method of cooking.
- d. Write a regret letter to Yeti Travels for their 15 double room booking from October 10- 13, 2012.

\*\*\*ALL THE BEST\*\*\*