

HOTEL MANAGEMENT – XI Set A

Time :
Stream: Management

Full Marks:
Pass Marks:

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

SET –A (Objective questions)

Attempt **all** questions.

A. Write (T) for true and (F) for false **1×20=20**

- 1) Marco Polo is regarded as the father of travel agency.
- 2) Nepal opened its door for foreigners only after 1942 A.D.
- 3) Lounge bar is also known as public bar.
- 4) Yeast is a type of clarifying agent.
- 5) Errand card is used by bell desk.
- 6) Par stock is maintained only for linen and uniforms.
- 7) Coffee shop outlet serves only tea and coffee.
- 8) Tourism industry is also known as hospitality industry
- 9) Guest elevators and staircases fall under back area of a hotel.
- 10) Valet service is the process of offering laundry service to the in-house guest.
- 11) Visitors, staying less than 24 hours in the destination visited are sun lust.
- 12) Blue cheese is not fit for consumption.
- 13) Hotels located towards the outskirts of the city are referred to as downtown hotel.
- 14) Wake-up call is required to alert the in house guest in the hotel.
- 15) Brunch is a type of meal, which is a combination of breakfast and lunch.
- 16) Cashier is not part of front office reception counter.
- 17) Faucet is a device that controls the flow of water from pipe.
- 18) Briefing is carried out after the work shift.
- 19) Uniformed staffs are do it all persons.
- 20) Chef/Commis de rang is a person, who serves food and beverage in the restaurant.

B. Match the following. **1×15=15**

- | | | |
|--------------------|-----|-----------------|
| 1) Coffee-shop | () | salt and pepper |
| 2) Check-in | () | housekeeping |
| 3) Mode of payment | () | an outlet |
| 4) Room maid | () | visa card |
| 5) Cruet set | () | front office |

- | | | |
|--------------------|-----|--------------------|
| 6) Bell desk | () | public area toilet |
| 7) Cloak room | () | lobby |
| 8) Mini bar | () | restaurant |
| 9) Dummy waiter | () | cold kitchen |
| 10) Garde manger | () | guest room |
| 11) Lost and found | () | synthetic fat |
| 12) Pax | () | Information |
| 13) Travel desk | () | control desk |
| 14) Cereal | () | persons |
| 15) Margarine | () | Pulses |

D. Choose the correct option

1×10=10

1. The term SB denotes.
 - a) simple breakfast
 - b) special bed
 - c) scanty baggage
 - d) none of the above
2. An attendant from the housekeeping department who does heavy physical works and assists room attendant is termed as.
 - a) house man
 - b) butler
 - c) valet
 - d) plumber
3. A guest who extends, his/her period of stay than expected is termed as:
 - a) stay over
 - b) stay on
 - c) stay out
 - d) skipper
4. Which one of these is not a cereal?
 - a) Oat
 - b) Barley
 - c) Rye
 - d) Artichoke
5. Which one of the following is not a method of milk treatment?
 - i. Pasteurization
 - ii. Homogenization
 - iii. UHT
 - iv. Fermentation

6. Hotels Located on high-way are called.....

- I. Resort
- II. Downtown
- III. Motel
- IV. Rotel

7. Industrial catering falls under....

- i. primary catering
- ii. secondary catering
- iii. Inbound
- iv. Outbound

8. Chef de Partie is the head of....

- i. kitchen department/
- ii. kitchen's section
- iii. Pantry
- iv. Stewarding

9. A la carte is.....menu

- i. choice
- ii. fixed
- iii. Cyclic
- iv. Set

10. Room report is prepared on.....basis.

- i. Monthly
- ii. Weekly
- iii. Daily
- iv. Quarterly

Short answer questions

(6*5=30)

1. Classify and explain hotels based on location.
2. Explain the Satellite kitchen.
3. Define uniform service.
4. Describe about lost and found section.

5. Write the types of room?
6. What is linen?
7. Explain Hospitality industry.
8. Define front office department.
9. Explain sundry service.
10. Discuss the meaning and definition of hotels.

Long Answer Questions

1. What is tourism? Write down its types.
2. Draw an organization chart of a large hotel showing different sections of the department.
3. Explain the functions of F& B service department of a large hotel.
4. Define registration explain its process and purpose.
5. Prepare an organization chart of a kitchen and explain the responsibilities of Executive Chef.
6. Housekeeping department and write the duties and responsibility of public area supervisor.
7. Prepare an organizational chart of F & B service department and show its outlets and staffing
8. Define evolution of Tourism
9. What are basic points to be considered while designing (planning) a kitchen?
10. Explain the types of kitchen and their functions.

Hotel Management SET –B (Questions)

Attempt all questions.

A. Write (T) for true and (F) for false (5*1=5)

1. Control desk is situated in lobby area of front office department.
2. Walk-in are the guest without prior reservation of hotel rooms.
3. AP consists of bed, breakfast and dinner.
4. Studio room is attached with swimming pool.
5. Bell boy is the head of Lobby department.
6. Housing keeping department is also responsibility for cleaning of kitchen.
7. Marco Polo is the father of Tourism.
8. Resorts are city hotels.
9. Tourist who travels in search of sunshine adventure activities is known as sun lust.
10. Pilgrims to pashupatinath at shivaratri is termed as holiday tourism.

2. Match the following. (5*1=5)

- | | |
|---------------------|----------------|
| 1) Whitney rack | Information |
| 2) Sauna | Guest room |
| 3) Gate pass | Perspiration |
| 4) Room service | Take away |
| 5) Quad | Waiter service |
| 6) Check-In | Linen |
| 7) Personal hygiene | Types of room |
| 8) Desk Control | Registration |
| 9) Travel Desk | Grooming |
| 10) Penthouse | Lobby |

3. Tick the correct answer. (5*1=5)

1. Tourism comprised of resident travelling in another country is termed as:
 - a. Domestic tourist
 - b. Regional tourist
 - c. International tourist

- d. None of the above
2. People travelling for the reason holiday package is called:
 - a. Business tourist
 - b. Religious tourist
 - c. Leisure tourist
 - d. Sports tourist
 3. The overall tourism activities are generally made of:
 - a. 2 components
 - b. 3 components
 - c. 4 components
 - d. 5 components
 4. The modern tourism of the 21st century is called:
 - a. Group tourism
 - b. Mass tourism
 - c. Eco-friendly tourism
 - d. Proto tourism
 5. The number of tourists targeted in Nepal Tourism Year 2011 was...
 - a. One lakh
 - b. One million
 - c. Half million
 - d. One billion
 6. Who is known as father of modern tourism?
 - a. Marco Polo
 - b. Thomas Cook
 - c. Ceaser Ritz
 - d. Willard Marriott
 7. Flotel is also known as
 - a. Motel
 - b. Transit hotel
 - c. Eco-hotel
 - d. Boatel
 8. department is an operational department in a hotel.
 - a. Human resources
 - b. Security
 - c. Sales & marketing
 - d. kitchen
 9. Snow, sand, sun, sea and sex tourism comes under the activities of tourism.
 - a. Adventure

- b. Sports
 - c. Recreational
 - d. Business
10. Large hotel have more than rooms.
- a. 100
 - b. 200
 - c. 300
 - d. 400

4. Short question answer (6*5=30)

- 1) Define Hotel
- 2) Define front office.
- 3) Write down the duties of Food & Beverage Manager.
- 4) Write short notes on hospitality.
- 5) Write a note on personal hygiene to be followed by cooks.
- 6) How do you handle sick guest?
- 7) List hollowware with examples.
- 8) Prepare Front Office organization chart.
- 9) Mention the types of transport catering.
- 10) What do you understand by amenities in tourism?

5) Long question answer (10*3=30)

- 1) Prepare an organization chard of a Housekeeping department and explain the responsibilities of Executive Housekeeper.
- 2) Explain the nature of tourism?
- 3) Explain the functions of housekeeping staff?
- 4) Write sown to step by step process of check-out.
- 5) What are the points to consider for kitchen hygiene?
- 6) Prepare an organizational chart of F & B service department and show its outlets and staffing.
- 7) Explain the functions of F& B service department of a large hotel.
- 8) Write down to step by step process of check-in.
- 9) Draw a hotel organizational chart and explain the functions of its departments.
- 10) What is accommodation in tourism? List its types