

HOTEL MANAGEMENT

Syllabus

Full Marks: 100**Teaching Hrs: 150****I. Introduction**

The Hotel Management course has been specially designed to familiarise the students with the hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office and food and beverage service.

II. General Objective

The general objectives of this course are:

- to provide basic knowledge required for hospitality industry
- to impart basic knowledge required for hotel industry
- to prepare the students for Hotel Management course for grade XII

III. Specific Objectives

On completion of this course, the students will be able:

- understand the role and nature of hospitality industry;
- identify various types of accommodation and catering establishments and their departments;
- explain interdepartmental relations in hotel and their needs and functions.

IV. Course Scheme**Breakdown of Theory, Practical and Demonstration Classes Hours**

Units	Chapters	Theory Class room	Demonstration	Teaching hours
1	Concepts and Meaning of Tourism	20		20
2	Introduction to Hotel	20		20
3	Front Office Department	25	5	30
4	Housekeeping Department	20	5	25
5	Kitchen (Food Production) Department	30	5	35
6	Food and Beverage Service	15	5	20
Total		130	20	150

V. Course Contents**Chapter 1 Concepts and Meaning of Tourism****LH 20**

- Concepts and nature of hospitality
- Concepts and meaning of tourism
- Nature of tourism
- Components - Attraction, Accessibility, Accommodation and Amenities.
- Evolution (Development) of tourism - National and International
- Importance and Impact of tourism.
- Tourists - Meaning and concept, character, and types

Chapter 2 Introduction to Hotel**LH 20**

- Concepts of hotel and catering establishment
- Development of hotel and catering industry - National and international
- Classification of catering and hotel establishments.
- Chain hotels
- Hotel Organization
 - Importance of organization chart
 - Organization Chart
 - Basis of departmentalization

2.6 Function of each departments

- Functional departments (Administration, Marketing, Finance) Operational departments (Front Office, Food and Beverage, Kitchen, Housekeeping)
- Interrelationship of various departments

Chapter 3 Front Office Department LH 30**3.1 Definition and role of Front Office****3.2 Organization Chart, staffing, and job description.**

- Sections within Front Office and their functions

3.3 Attributes of Front Office personnel**3.4 Front Office Terminologies****3.5 Types of Rooms and Room Symbols****3.6 Registration**

- Meaning and purpose
- Procedure and forms used

3.7 Check-in and check-out procedures

- Use of various forms used
- Procedure

3.8 Sundry services

- Handling message
- Types of message
- Providing information about hotel and facilities available

3.9 Coordination with other department purpose and process**Chapter 4 Housekeeping Department LH 20****4.1 Definition and function of house keeping****4.2 Organization Chart**

- Difference sections and their functions
- Staffing and job description

4.3 Personal attributes**4.4 Housekeeping terminologies****4.5 Guest Room**

- Introduction
- Contents and supplies

4.4 Housekeeping terminologies**4.5 Guest Room**

- Introduction
- Contents and supplies

4.6 Forms and Formats**4.7 Linens / Uniforms**

- Definition and types
- Storage, Inventory, Control and Par Stock

4.8 Keys

- Types
- Control

4.9 Handling situation

- Guest complains
 - Lost and Found
 - Sick Guest
 - Death of a guest
- 4.10 Coordination and relation of House Keeping with other departments**

Chapter 5 Kitchen (Food Production)**Department****LH 35****5.1 Introduction**

- Types of kitchen
- Kitchen Planning

5.2 Kitchen Organization**Staffing and job description****5.3 Hygiene**

- Personal Hygiene
- Kitchen Hygiene/safety and rules

5.4 Food Commodities

- Vegetables
- Cereals and Flours
- Milk and milk products Fruits and nuts
- Poultry / games
- Eggs

- Meat (Lamb, Mutton, Pork, Buff)

5.5 Fish/Sea foods**5.6 Raising agents****5.7 Fats and oil****5.8 Spices and Herbs****5.5 Elementary Nutrition**

- Proteins
- Carbohydrate Fats
- Vitamins
- Minerals and water

5.6 Food poisoning

- Causes and control measures

Chapter 6 Food and Beverage Service LH 25**6.1 Food and Beverage service department of hotel**

- Nature and function

6.2 Organizational chart

- Staffing and job description
- Outlets and their functions

6.3 Hospitality knowledge, skill and attitude of F and B Service staffs**6.4 Identification of Service equipments and other service appointments****6.5 Basic culinary terminologies****6.6 Coordination with other departments.**

Chapter 1: Concepts and Meaning of Tourism

Short Answer Questions

1. 2072 Set C Q.No. 4
What are the nature of tourism? Explain. [5]
2. 2072 Set D Q.No. 6
Discuss the impact of tourism towards environment. [5]
3. 2072 Set D Q.No. 11
Explain the characteristics of a tourist. [5]
4. 2072 Set E Q.No. 7
Discuss accessibility in tourism. [5]
5. 2071 Supp Q.No. 4
Explain the various characteristics of a tourist. [5]
6. 2071 Set C Q.No. 4
Explain the nature of hospitality service. [5]
7. 2071 Set C Q.No. 5
Explain the effect of tourism on society. [5]
8. 2071 Set D Q.No. 7
Explain the accessibility and its importance in tourism. [5]
9. 2070 Q.No. 4
Discuss the characteristics of tourists. [5]
10. 2069 Supp Q.No. 7
Define tourist and list its types. [5]
11. 2068 Q.No. 4
Write basic difference between Attractions and Amenities. [2.5+2.5]
12. 2066 Q.No. 4
Explain the following Tourist and their types. [5]
13. 2065 Q. No. 4
Explain the Tourists and their characteristics [5]
14. 2060 Q. No. 4 a
Define the Tourism [2]
15. 2063 Q. No. 3 a
Explain the Tourist and types [5]
16. 2062 Q. No. 6
Define tourist and enlist their types. [5]
17. 2060 Q. No. 3 a
Explain the Tourist and types [5]
18. 2059 Q. No. 7 b
Define the Tourist [2]

Long Answer Questions

19. 2072 Set C Q.No. 15
What is hospitality? Explain its service nature and sectors. [10]
20. 2072 Set D Q.No. 15
Explain the various types of tourism. [10]
21. 2071 Supp Q.No. 12
Explain the various impact of tourism in our society. [10]
22. 2071 Set C Q.No. 12
Describe attraction as component of tourism with the reference of natural attractions of Nepal. [10]
23. 2071 Set D Q.No. 14
Describe Tourism and its impacts on society and environment. [10]
24. 2069 Q. No. 11
How Nepal can benefit from the tourism industry? Discuss. [10]
25. 2069 Supp Q.No. 14
Discuss the development of hotel industries in Nepal. [10]

26. 2068 Q.No. 12
Highlight the positive impact of domestic tourism in the national economy. [10]
27. 2067 Q.No. 12
What is accessibility in tourism? Explain with the references of its conditions of Nepal. [7+3]
28. 2065 Q. No. 12
Define tourism and explain its impacts in the developing countries like Nepal. [3+7]
29. 2061 Q. No. 5
Explain the evolution of Tourism. [10]
30. 2059 Q. No. 5
Why is tourism important for Nepal? [10]

Chapter 2: Introduction to Hotel

Short Answer Questions

1. 2072 Set E Q.No. 5
Explain any two operational departments of hotel. [5]
2. 2072 Set E Q.No. 6
List and explain the coordinating departments of housekeeping. [5]
3. 2072 Set E Q.No. 8
Give the name and purpose of any five hollowware. [5]
4. 2072 Set E Q.No. 10
Classify commercial catering and explain its characteristics in brief. [5]
5. 2071 Supp Q.No. 9
Give the name and purpose of any five glassware. [5]
6. 2071 Supp Q.No. 11
What is resort? Explain. [5]
7. 2071 Supp Q.No. 5
Discuss any two functional departments. [5]
8. 2071 Set C Q.No. 6
Explain the commercial catering establishments. [5]
9. 2071 Set C Q.No. 7
Discuss the meaning and definition of hotels. [5]
10. 2071 Set D Q.No. 4
Describe the industrial catering with examples. [5]
11. 2071 Set D Q.No. 5
Describe the role of international hotel chain. [5]
12. 2071 Set D Q.No. 6
Classify hotel based on location and explain city centre hotel. [5]
13. 2070 Supp Q.No. 9
Explain the differences between coffee shop and fine dining restaurant. [5]
14. 2070 Supp Q.No. 11
Discuss about international hotel chain. [5]
15. 2070 Q.No. 5
What is hospitality? Explain and illustrate its sectors. [5]
16. 2070 Q.No. 6
Describe the transport catering. [5]
17. 2070 Q.No. 11
What different types of hotels fall under the location factors? Explain [5]
18. 2069 Q. No. 9
Define catering and its types. [5]
19. 2069 Supp Q.No. 4
Define raising agents and explain its types. [5]
20. 2069 Supp Q.No. 8
Explain various types of transport catering. [5]

21. 2068 Q.No. 10
Make a list of eight international chain hotels and underline the two operating in Nepal. [4+1]
22. 2068 Q.No. 11
What are the various types of rooms and room symbol found in a hotel? [2.5+2.5]
23. 2068 Q.No. 8
What is the procedure of handling a sick guest in a hotel? [5]
24. 2067 Q.No. 4
Define hospitality and state its sectors. [5]
25. 2067 Q.No. 5
Define catering and explain outdoor catering. [5]
26. 2067 Q.No. 6
What are the importance of organization chart. Explain. [5]
27. 2066 Q.No. 5
Explain the following Air catering in Nepal. [5]
28. 2065 Q. No. 5
Explain the Hospitality and its service nature. [5]
29. 2065 Q. No. 6
Explain the Welfare catering and its service. [5]
30. 2064 Q.No. 4 a
Draw an organization chart of a large hotel showing different sections of the department. [5]
31. 2064 Q.No. 4 e
Discuss the importance of Hospitality industry in the economy of Nepal. [5]
32. 2063 Q. No. 3 g
Explain the Hollowware [5]
33. 2063 Q. No. 4
Components of tourism helps the development of the hospitality industry, explain. [5]
34. 2063 Q. No. 5
Describe development of hotel and catering establishment in Nepal. [5]
35. 2062 Q. No. 4 a
Explain the Eco-tourism [3]
36. 2062 Q. No. 4 b
Explain the Air-catering [3]
37. 2061 Q. No. 3 a
Explain the Importance of Organization Chart [5]
38. 2061 Q. No. 4 a
Define the Catering [2]
39. 2061 Q. No. 4 c
Define the Attributes [2]
40. 2061 Q. No. 4 d
Define the Vouchers [2]
41. 2061 Q. No. 4 e
Define the Salesmanship [2]
42. 2060 Q. No. 4 e
Explain the Hollowware [2]
43. 2060 Q. No. 3 b
Explain the Types of catering establishment [5]
44. 2060 Q. No. 3 d
Explain the Raising agents [5]
45. 2060 Q. No. 4 f
Explain the Culinary [2]
46. 2059 Q. No. 4 a
Explain the Mise En Place [5]
47. 2059 Q. No. 4 b
Explain the Hotel chains [5]
48. 2059 Q. No. 7 a
Define the Accompaniments [2]
49. 2059 Q. No. 7 c
Define the Tariff [2]

Long Answer Questions

50. 2072 Set C Q.No. 12

Name any ten items of cutlery and crockery with their uses. [10]

51. 2072 Set C Q.No. 14

Define hotel and explain its types under location. [10]

52. 2071 Set C Q.No. 13

Discuss the role of operational departments of hotels and mention their sections. [10]

53. 2071 Set D Q.No. 15

Classify functional and operational departments found in a hotel. Explain each of them in brief. [10]

54. 2070 Supp Q.No. 15

Discuss the development of hotel industry in the context of Nepal. [10]

55. 2070 Q.No. 12

What is tourism and why Lumbini will be the main tourism destination of Nepal for international tourists? Discuss. [10]

56. 2070 Q.No. 13

What are cutlery, crockery and hollow ware? Explain and write five examples of each. [10]

57. 2069 Q.No. 12

Draw an organization chart of a hotel, show the departments and also explain the importance of organization chart. [7+3]

58. 2069 Supp Q.No. 15

List various types of rooms found in international standard hotels and explain them in brief. [10]

59. 2068 Q.No. 13

Attitude of a service staff is more valuable than the hospitality knowledge and skill. Explain. [10]

60. 2066 Q.No. 15

Draw an organization chart of a large hotel and explain briefly functional departments. [10]

61. 2065 Q.No. 13

Define hotel and explain its types according to location. [3+7]

62. 2062 Q.No. 5

Draw an organization chart of a large hotel showing various departments with the position of the department heads. [10]

Chapter 3: Front Office Department**Short Answer Questions**

1. 2072 Set C Q.No. 5

What are importance of organization chart? Explain. [5]

2. 2072 Set C Q.No. 6

What are section with front office? Explain. [5]

3. 2072 Set C Q.No. 10

Explain the check-in process of hotel guest. [5]

4. 2072 Set D Q.No. 8

What is registration of guest? Discuss its importance. [5]

5. 2072 Set E Q.No. 9

Discuss the importance of organization chart. [5]

6. 2072 Set E Q.No. 11

Explain the following sundry services: [5]

i. Paging ii. Message

7. 2071 Supp Q.No. 6

List the duties and responsibilities of room maid. [5]

8. 2071 Supp Q.No. 7

Explain the procedure of guest check-out. [5]

9. 2071 Set C Q.No. 8

Explain the essential quality attributes of Front Office Staffs. [5]

10. 2071 Set D Q.No. 8
List and explain the various types of room plan. [5]
11. 2070 Supp Q.No. 4
List and explain the various attributes essential for front office personnel. [5]
12. 2070 Q.No. 7
What are the steps to be followed in guest check-out procedures? Explain. [5]
13. 2070 Q.No. 8
What are the job responsibilities of room attendant? Explain. [5]
14. 2069 Q. No. 3
Explain in brief about the functions of front office department. [5]
15. 2069 Q. No. 4
How is the check-in process carried out? Explain. [5]
16. 2067 Q.No. 7
Write the job description of receptionist. [5]
17. 2066 Q.No. 6
Explain the following Check-out procedures. [5]
18. 2066 Q.No. 7
Explain the following Sundry Services. [5]
19. 2065 Q. No. 7
Explain the Check in procedures [5]
20. 2064 Q.No. 4 f
What are the various sections within a Front Office department? Illustrate with the chart. [5]
21. 2063 Q. No. 3 b
Explain the Types of room [5]
22. 2063 Q. No. 3 d
Explain the Registration [5]
23. 2063 Q. No. 6
Draw a sample of guest registration card and explain the importance of registration. [5]
24. 2063 Q. No. 10
Enlist check-in and check-out procedures of a guest in a large hotel. [5]
25. 2062 Q. No. 4 f
Explain the Front office [3]
26. 2062 Q. No. 7
Draw a neat format of an 'Errand Card' and explain its importance and uses. [5]
27. 2061 Q. No. 4 b
Define the Front office [2]
28. 2061 Q. No. 3 b
Explain the Types of rooms and its description [5]
29. 2060 Q. No. 3 e
Explain the Basis of changing room rates [5]
30. 2060 Q. No. 4 d
Define the Skippers [2]
31. 2059 Q. No. 4 c
Explain the Registration procedure [5]
32. 2059 Q. No. 7 e
Define the Front office [2]
33. 2059 Q. No. 7 f
Define the Briefing [2]
- Long Answer Questions**
34. 2072 Set E Q.No. 14
Explain guest registration card, its types and importance with the help of a neat specimen. [2+3+3+2]
35. 2068 Q.No. 14
Explain the sequential procedure of check-in and check-out of the guest. [5+5]
36. 2067 Q.No. 15
Explain check-in and check-out procedures step by step. [5+5]

Chapter 4: Housekeeping

Short Answer Questions

1. 2072 Set C Q.No. 7
Prepare a lost & found format used in housekeeping. [5]
2. 2072 Set D Q.No. 9
Discuss the quality attributes of housekeeping department. [5]
3. 2072 Set D Q.No. 10
Define par stock and discuss its importance. [5]
4. 2071 Set C Q.No. 9
Draw an organizational chart of food and beverage department. [5]
5. 2071 Set D Q.No. 10
Make a neat organizational chart of food and beverage service department. [5]
6. 2070 Supp Q.No. 6
Make the organization chart of a large hotel. [5]
7. 2070 Supp Q.No. 7
Describe the duties and responsibilities of a room attendant. [5]
8. 2069 Q. No. 5
What is role of house keeping department in a hotel? Explain. [5]
9. 2069 Q. No. 6
Write down the duties and responsibilities of room maid. [5]
10. 2069 Supp Q.No. 6
Discuss procedure in case of death in a hotel. [5]
11. 2069 Supp Q.No. 9
Briefly explain the co-ordinating departments of housekeeping. [5]
12. 2068 Q.No. 6
Write the job description of a Floor Supervisor. [5]
13. 2067 Q.No. 11
Explain lost and found and its procedures. [5]
14. 2066 Q.No. 8
Explain the following Types of Keys. [5]
15. 2065 Q. No. 8
Explain the Functions of housekeeping [5]
16. 2065 Q. No. 11
Explain Any 10 guests room supplies [5]
17. 2064 Q.No. 3 c
Write short notes on lost and found. [2]
18. 2064 Q.No. 3 d
Write short notes on types of rooms. [2]
19. 2064 Q.No. 3 e
Write short notes on linen. [2]
20. 2064 Q.No. 4 d
Write down various types of housekeeping sections provided for the activities of the department. [5]
21. 2063 Q. No. 9
Sketch an organization chart of a housekeeping department and explain duties of a room attendant. [5]
22. 2063 Q. No. 3 h
Explain the Lien [5]
23. 2063 Q. No. 3 e
Explain the Guestroom supplies [5]
24. 2062 Q. No. 4 e
Explain the Lost and found [3]

25. 2062 Q. No. 10

Illustrate an organization chart of a housekeeping department with duties and responsibilities of 'Executive Housekeeper'. [5]

26. 2061 Q. No. 3 a

Explain the Uniform and upkeep [5]

27. 2060 Q. No. 4 b

Define the Dressing [2]

28. 2059 Q. No. 7 d

Define the House keeping [2]

29. 2059 Q. No. 8

Make a list of 10 contents and supplies kept in the guestroom by house keeping. [5]

Long Answer Questions**30. 2072 Set C Q.No. 13**

What are types of keys used in hotels? Explain their controlling system. [10]

31. 2072 Set D Q.No. 13

Describe linen and uniform, and explain its handling and controlling procedure. [4+3+3]

32. 2072 Set E Q.No. 13

Make a neat layout of a standard guestroom and list its content and supplies. [3+7]

33. 2071 Supp Q.No. 14

What is lost and found? How are they handled and controlled? [2+8]

34. 2071 Set D Q.No. 12

List the outlets of food and beverage in a hotel and explain their functions. [10]

35. 2070 Supp Q.No. 12

Discuss the hospitality knowledge, skill and attitude of F & B service staff. [10]

36. 2069 Supp Q.No. 13

Define linen and uniform. Explain its types and control procedure. [10]

37. 2068 Q.No. 15

Explain the co-ordination and relation of housekeeping department with other departments of a hotel. [10]

38. 2067 Q.No. 13

Define linens and uniform used in hotel and explain their inventory and control system. [7+3]

39. 2066 Q.No. 14

Explain the following handling situations: (a) Lost and found (b) Death of a guest [10]

40. 2060 Q. No. 5

Make a neat organizational chart showing various section of a House Keeping department. [10]

41. 2060 Q. No. 6

Write the job description of a room maid. [10]

Chapter 5: Kitchen**Short Answer Questions****1. 2072 Set C Q.No. 8**

What are the rules regarding personal hygiene? Explain. [5]

2. 2072 Set C Q.No. 9

What are raising agents? Explain. [5]

3. 2072 Set D Q.No. 4

List and explain at least five points for kitchen safety. [5]

4. 2072 Set D Q.No. 5

Define carbohydrate and explain its functions and sources. [5]

5. 2072 Set D Q.No. 7

Explain the various types of raising agents. [5]

6. 2072 Set E Q.No. 4

Describe the types of vegetable cuts with diagram. [5]

7. 2071 Supp Q.No. 10
Explain the functions and sources of minerals. [5]
8. 2071 Set C Q.No. 10
Discuss about cereals and flours used in cooking with their types. [5]
9. 2071 Set D Q.No. 11
Describe the rules of kitchen safety. [5]
10. 2070 Supp Q.No. 5
Explain the causes of food poisoning. [5]
11. 2070 Supp Q.No. 8
Define spices and herbs with examples. [5]
12. 2070 Q.No. 9
What are the sources of carbohydrate? Explain with its functions. [5]
13. 2069 Q. No. 7
What are the major causes of food poisoning? Explain. [5]
14. 2069 Supp Q.No. 5
Explain the role of vitamins and explain its sources. [5]
15. 2069 Supp Q.No. 10
Discuss the duties and responsibilities of an executive chef. [5]
16. 2069 Supp Q.No. 11
Highlight essential points while planning a kitchen. [5]
17. 2068 Q.No. 5
What are the areas of co-operation between a dining hall and a kitchen? [2.5+2.5]
18. 2068 Q.No. 7
Write a short note on various types of raising agents. [5]
19. 2068 Q.No. 9
What are the various causes of food poisoning? [5]
20. 2067 Q.No. 9
What are the rules regarding personal hygiene and grooming? Explain. [5]
21. 2067 Q.No. 10
Classify the vegetable with examples. [5]
22. 2066 Q.No. 9
Explain the following Types of Kitchen. [5]
23. 2065 Q. No. 10
Explain the Functions and sources of carbohydrate [5]
24. 2064 Q.No. 3 a
Write short notes on satellite kitchen. [2]
25. 2064 Q.No. 3 b
Write short notes on food poisoning. [2]
26. 2064 Q.No. 3 f
Write short notes on milk and milk products. [2]
27. 2064 Q.No. 4 b
Define kitchen safety rules and its procedure [5]
28. 2063 Q. No. 3 c
Explain the Kitchen personal hygiene [5]
29. 2063 Q. No. 3 f
Explain the Protein [5]
30. 2063 Q. No. 7
Explain causes of food poisoning and its controlling measures. [5]
31. 2062 Q. No. 4 c
Explain the Personal hygiene [3]
32. 2062 Q. No. 4 d
Explain the Food poisoning [3]

33. 2062 Q. No. 9

Write kitchen safety rules to prevent 'Cuts' and 'Burns' remembering the phrases 'Prevention is better than cure'. [5]

34. 2061 Q. No. 3 d

Explain the Aim and objective of cooking [5]

35. 2061 Q. No. 4 f

Define the Carbohydrate [2]

36. 2060 Q. No. 3 c

Explain the Balanced Diet [5]

Long Answer Questions

37. 2072 Set D Q.No. 14

What are the points to be considered while planning a commercial kitchen? Explain. [10]

38. 2072 Set E Q.No. 12

Explain the factors to be considered while planning a commercial kitchen. [10]

39. 2071 Supp Q.No. 13

Make a neat organization chart of a large kitchen and explain the function of its chief. [5+5]

40. 2071 Set C Q.No. 15

Discuss about the kitchen and personal hygiene rules and their importance practiced by hotels. [10]

41. 2071 Set D Q.No. 13

What are the points to be considered while planning a kitchen in the hotel? Explain. [10]

42. 2070 Supp Q.No. 14

Define kitchen. What are the factors to be considered while planning a kitchen? [10]

43. 2070 Q.No. 14

Draw an organization chart of kitchen brigade and show the sections and write the job responsibilities of executive chef. [10]

44. 2069 Q. No. 14

Define lamb and mutton, name their cuts, mention culinary uses and also write down the quality signs. [3+4+3= 10]

45. 2066 Q.No. 13

Explain the causes of food poisoning and its control measures. [10]

46. 2065 Q. No. 14

Draw a neat organizational chart of kitchen development of a hotel, show the sections and write the job responsibilities of Executive Chef. [5+5]

47. 2061 Q. No. 6

Name various methods of cooking with 2 examples of dishes for each method. [10]

Chapter 6: Food and Beverage Service**Short Answer Questions**

1. 2072 Set C Q.No. 11

Draw an organization chart of F & B department and show the staffing. [5]

2. 2071 Supp Q.No. 8

Discuss the attributes essential for F&B service personnel. [5]

3. 2071 Set C Q.No. 11

Discuss the relation between housekeeping and other departments of the hotel. [5]

4. 2071 Set D Q.No. 9

List the duties and responsibilities of Executive Housekeeper. [5]

5. 2070 Supp Q.No. 10

List the various types of keys and explain their functions. [5]

6. 2070 Q.No. 10

Why is briefing held in food and beverage department of a hotel? Discuss. [5]

7. 2069 Q. No. 8

What are the quality attributes of food and beverage staffs? Explain. [5]

8. 2069 Q. No. 10
Write down the job responsibilities of waiter/waitress. [5]
9. 2066 Q.No. 10
Explain the following Mineral and Water. [5]
10. 2066 Q.No. 11
Explain the following Food & beverage service outlets. [5]
11. 2066 Q.No. 8
Differentiate between banquet and restaurant. [5]
12. 2065 Q. No. 9
Explain the Job description of waiter. [5]
13. 2064 Q.No. 4 c
Enlist types of food and beverage service outlets and explain any two of them. [5]
14. 2063 Q. No. 8
"The quality of service is based on hospitality knowledge, skills and attitude of service." Explain. [5]
15. 2062 Q. No. 8
Define menu and explain its types. [5]
16. 2061 Q. No. 3 c
Explain the Social Skills [5]
17. 2061 Q. No. 7
Make a neat format of K.O.T. [5]
18. 2060 Q. No. 4 c
Define the Dining etiquette [2]
19. 2060 Q. No. 7
Name 10 different types of cutlery used in an outlet. [5]
20. 2059 Q. No. 4 d
Explain the Types of menu [5]
- Long Answer Questions**
21. 2072 Set D Q.No. 12
List and explain the various outlets of food and beverage service. [2+8]
22. 2072 Set E Q.No. 15
Discuss the hospitality knowledge, skill and attitude essential among F & B service personnel. [3+3+4]
23. 2071 Supp Q.No. 15
Explain the various types of F & B outlets. [10]
24. 2071 Set C Q.No. 14
Explain any ten types of guest room and ten types of room symbols practiced in hotels. [10]
25. 2070 Supp Q.No. 13
List the contents and supplies of a guest room. [10]
26. 2069 Q. No. 13
What are the food and beverage service outlets found in a hotel? Explain. [10]
27. 2069 Supp Q.No. 12
List the outlets of F&B service and briefly explain their functions. [10]
28. 2067 Q.No. 14
Draw an organizational chart of food and beverage department and show the sections staffings, and also discuss the job responsibilities of food and beverage manager. [7+3]
29. 2066 Q.No. 12
Describe types of service equipment used in food & beverage service. [10]
30. 2065 Q. No. 15
What do you mean by food and beverage serving outlets in a hotel? Explain briefly. [3+7]
31. 2059 Q. No. 6
Write the job description of a waiter/ess [10]

Objectives Questions

True or False [1 Mark each]

Write 'T' for true and 'F' for false for the following statement.

1. 2072 Set C Q.No. 1

- a. Yak and yeti is a chain hotel. ()
- b. Nepal is famous for cultural tourism. ()
- c. Front office department settles the final bill of restaurant of house guests. ()
- d. Lard is vegetable fat. ()
- e. Flatware refers the knife used in F & B Department. ()

2. 2072 Set D Q.No. 1

- a. Valet handles guest laundry. ()
- b. Wake-up call is given to in-house guests during emergencies. ()
- c. Chef de partie is the head of kitchen department. ()
- d. Pent house stores all the house linen. ()
- e. Room service is responsible for serving food and beverage to guest in their rooms. ()

3. 2072 Set E Q.No. 1

- a. Yeast is a type of thickening agent. ()
- b. Tourism industry is also known as hospitality industry. ()
- c. Par stock helps in the smooth operation. ()
- d. Full plate, half plate, quarter plate, etc are classified as cutlery. ()
- e. Guest check-in is the responsibility of room service department. ()

4. 2071 Supp Q.No. 1

- a. Bathroom amenities are placed in all the guestrooms except suite rooms. ()
- b. Guestroom keys are handled and controlled by the security department in a hotel. ()
- c. Vegetables cut into thin and long strips are termed as Julienne. ()
- d. Room service is responsible for the service of prepared meals and drinks to the guest in the guestrooms. ()
- e. Resorts are ideal for transit passengers. ()

5. 2071 Set C Q.No. 1

- a. Cafeteria is an example of institutional catering. ()
- b. ODC falls under the secondary catering. ()
- c. Sundry service is free of cost service. ()
- d. Bell boy is also known as uniformed service staff. ()
- e. Mini bar record is maintained by staffs of room service. ()

6. 2071 Set D Q.No. 1

- a. The term scanty baggage refers to guest travelling with light baggage. ()
- b. Housekeeping supervisor also supervises room service. ()
- c. Slip cloth is put in the guest bathroom. ()
- d. A room that is taken, occupied and paid for but not slept is known as check-out. ()
- e. Continental plan is less elaborate than American plan. ()

7. 2070 Supp Q.No. 2

- a. Domestic tourism takes place in one's own local place of residence. ()
- b. Skimmed milk contains high amount of fat in it. ()
- c. Temperature range between 10°F – 63°F is termed as danger zone. ()
- d. Crockeries are made of china clay. ()
- e. A cloak room attendant works in the public area toilet. ()

8. 2070 Q.No. 1

- 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. ()

9. 2069 Supp Q.No. 3

- Lost and found section also handles safety deposit lockers.
- A cloak room attendant works in the time office.
- Thomas Cook started the concept of travel agency.
- Environment friendly tourism is termed as eco-tourism.
- Vegetables cut into thin and long strips is termed as julienne.

10. 2069 Q. No. 1

- Marco Polo is the father of travel agent.
- Royal hotel was the first tourist standard hotel of Nepal.
- Pent house is a type of room with balcony.
- Walk-ins are the guest without prior reservation of hotel rooms.
- Elevator and lift are a public areas of hotel.
- Waiter is also known as steward.
- Room service is the process of cleaning guest rooms.
- Chef de partie is the head of kitchen department.
- Roux is the mixture of flour and water.
- Valet service is the process providing laundry service to the in house guests.

11. 2068 Q.No. 1

- Grooming is personal Hygiene.
- Nepal is targetting one lakh international tourist arrival in 2011.
- Chamber maid is also known room maid.
- Ham is a part of meat from hind leg of a pork.
- Soup is a liquid food.

12. 2067 Q.No. 1

- Nepal opened its door for foreigners only in 1941.
- E.P. consists A room, breakfast, lunch and dinner.
- Motels are actually not facilitated with the accommodation facilities.
- Uniformed staffs are "do it all persons".
- Coffee shop outlet serves only tea and coffee.

13. 2066 Q.No. 1

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

14. 2065 Q. No. 1

- Double room is refers to two single sized beds in a room.
- city ledger is used to keep the record of credit transactions of guests.
- Desk control is responsible for the handling of lost and found
- Forks and spoon are refer to cutlery.
- Mutton is the flesh of sheep or goat before one year aged.

15. 2064 Q.No. 1

- Tourist who travels in search of sunshine adventures activities is known as Sunlust.
- Motels are hotels on highways.
- Bell desk section also handles safe deposit box.
- Tourism industry is also known as Hospitality Industry.
- Thick fabric used for furniture décor is upholstery.
- Telephone operator is within a House Keeping Department.
- Curtains are type of linen.
- Pilgrim to Pashupatinath at Shivaratri is termed as holiday tourism.
- Table d'hote menu is a choice menu.
- Resort hotels are city hotels.

16. 2063 Q. No. 1

- Tourism industry is also known as hospitality industry.
- Motels are not located on the highways.
- The front desk is located within the premises of the lobby.

- d. EHK is the department head of housekeeping. ()
- e. Brunoise is referred as type of vegetables cut. ()
- f. A room report is prepared by the housekeeping department. ()
- g. Sous-chef is a department head of the kitchen brigade in a large hotel. ()
- h. Restaurant window curtains are not considered as linen. ()
- i. A walk-in guest is one who has made prior reservation. ()
- j. Air-crew need not required registration in a hotel. ()

17. 2062 Q. No. 1

- a. Visitors, staying less than 24 hrs in the country visited, are excursionists. ()
- b. Development of tourism in the country helps to build up man-made environment. ()
- c. Hotel located at the outskirts of the city referred as down town, hotel. ()
- d. Concierge is a moving information table set up for special function, festivals, special group or events. ()
- e. Wake up call is a call required to enter in the hotel. ()
- f. Commis-de-rang is a person, who serves food and beverage in the restaurant. ()
- g. Brunch is a type of meal combination of breakfast and lunch. ()
- h. A la carte in French is by the card or from the card in English. ()
- i. The second head of kitchen organization in large hotel is 'sous chef'. ()
- j. Scanty baggage is a term used for any guest with light baggage. ()

18. 2061 Q. No. 1

- a. Nepal opened its door for tourism from 1960 onwards. ()
- b. Cashier is not a part of front office reception counter. ()
- c. Organized tours was started by Macro Polo. ()
- d. Bell boys also carry luggage. ()
- e. Tourism is still the major foreign currency earner for Nepal. ()
- f. Maximum number of tourist visiting Nepal are Indians. ()
- g. People do not come to Nepal for advance tourism. ()
- h. Environment friendly tourism is called Eco-tourism. ()
- i. Cabanas are types of rooms situated next to the swimming pool. ()
- j. At present there are 3 five star hotel chains in Kathmandu. ()

19. 2060 Q. No. 1

- a. People coming to Nepal for mountain expeditions are not tourist. ()
- b. Holiday Inn are the largest chain hotels in the world. ()
- c. Lobby is a part of Front Office. ()
- d. Bell Captain is within F & B dept. ()
- e. Mayonnaise is a type of dressing. ()
- f. Stocks are made only from bones. ()
- g. Basting is cooking in butter. ()
- h. 36" is the standard height of diving tobbs. ()
- i. Butter spreader is a type of cutlery. ()
- j. Room maids clean only rooms. ()

20. 2059 Q. No. 1

- a. Tourism has no negative impact in Nepal. ()
- b. Maximum number of tourist visiting Nepal are Indians. ()
- c. Motels are hotels on highways. ()
- d. Crocking is also known as chinaware. ()
- e. Soup is called Poisson in French. ()
- f. Grilling is frying in pork fat. ()
- g. Table d' hote is fixed menu. ()
- h. Mise En Scene is put into place. ()
- i. House keeping supervisor also supervises Room Service. ()
- j. 'V' in house keeping report means vacant. ()

Match the Phrases [1 Mark each]**1. 2072 Set C Q.No. 2**

- | | |
|--------------|-------------------------------|
| a. Lamb | () Sea food |
| b. Chicken | () House keeping |
| c. Prawn | () Food and Beverage service |
| d. Valet | () Meat |
| e. Sommelier | () Poultry |

2. 2072 Set D Q.No. 2

- | | |
|------------------|----------------------|
| a. Grade manager | () hollowware |
| b. School | () cheese |
| c. Blue vein | () cold kitchen |
| d. Paging | () locating guest |
| e. Chafing dish | () welfare catering |

3. 2072 Set E Q.No. 2

- | | |
|---------------|-----------------------|
| a. Parmesan | () chicken |
| b. Commode | () coffee |
| c. Demi-lassé | () kitchen equipment |
| d. Salamander | () bathroom |
| e. Poulet | () cheese |

4. 2071 Supp Q.No. 2

- | | |
|------------|---------------------|
| a. Cheddar | () glassware |
| b. Oregano | () chicken |
| c. Goblet | () herb |
| d. Lettuce | () cheese |
| e. Poulet | () leafy vegetable |

5. 2071 Set C Q.No. 2

Match the following:

- | | |
|-----------------|----------------------|
| a. Control desk | () Spice |
| b. Laundry | () Vegetable |
| c. Legume | () Guest complaints |
| d. Oregano | () Linen |
| e. Cumin | () Herb |

6. 2071 Set D Q.No. 3

- | | |
|---------------|----------------|
| a. legume | () top heat |
| b. Semolina | () cereal |
| c. Salamander | () sugar |
| d. Demerara | () shell fish |
| e. Prawn | () vegetable |

7. 2070 Supp Q.No. 3

- | | |
|---------------|-----------------|
| a. Valet | () sugar |
| b. upholstery | () information |
| c. castor | () fat |
| d. Lard | () laundry |
| e. concierge | () certain |

8. 2070 Q.No. 2

- | | |
|----------------|-------------|
| a. Belly | () Hindleg |
| b. Ham | () Foreleg |
| c. Chop | () Fillet |
| d. Tender Loin | () Ribs |
| e. Shoulder | () Bacon |

9. 2069 Q. No. 2

- | | |
|-------------------|------------------|
| a. Bell desk | () Control desk |
| b. house keeping | () Lobby |
| c. Minibar | () Restaurant |
| d. Dummy waiter | () Kitchen |
| e. Garden manager | () Guest room |

10. 2069 Supp Q.No. 2

- | | | |
|--------------|-----|--------|
| a. Roly poly | () | cheese |
| b. Cinnamon | () | spice |
| c. Cheddar | () | glass |
| d. Semolina | () | wheat |
| e. Sauna | () | steam |

11. 2068 Q.No. 2

- | | | |
|--------------|-----|----------------|
| a. Check- In | () | Service |
| b. Walk- In | () | Formats |
| c. Catering | () | Registration |
| d. Forms | () | No reservation |
| e. Julienne | () | Vegetable |

12. 2067 Q.No. 2

- | | | |
|-----------------|-----|----------------|
| a. Chamber maid | () | fat |
| b. Fax | () | Lobby |
| c. Travel Desk | () | Room Attendant |
| d. Cereal | () | Persons |
| e. Margarione | () | Barley |

13. 2066 Q.No. 2

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

14. 2065 Q. No. 2

- | | | |
|-------------|-----|-------------------------|
| a. Mire Pox | () | Vegetable |
| b. Potage | () | Roughly cuts vegetables |
| c. Legume | () | soup |
| d. Poisson | () | Long strips vegetable |
| e. Julienne | () | Fish |

15. 2064 Q.No. 2

- | | | |
|-----------------|-----|---------------|
| a. Cruet set | () | Front Cashier |
| b. As per card | () | Gardener |
| c. Reception | () | Salt & Pepper |
| d. Housekeeping | () | Serviette |
| e. Napkin | () | A la Carte |

16. 2063 Q. No. 2

- | | | |
|--------------------------|-----|-------------|
| a. Adventure Traveller | () | protein |
| b. Institutions catering | () | sky kitchen |
| c. Food and Beverage | () | Banquet |
| d. Air catering | () | YMCA |
| e. Amino Acids | () | Sun lust |

17. 2062 Q. No. 2

- | | | |
|-----------------------|-----|---------------------|
| a. Coffee-shop | () | Kitchen |
| b. Cruet set | () | Zero rate |
| c. Cuisine | () | Allocation a room |
| d. Complimentary rate | () | Scanty baggage |
| e. Check in | () | House keeping |
| f. Light baggage | () | An outlet |
| g. Room maid | () | Salt & peppershaker |
| h. Bell boy | () | Visa card |
| i. Mode of payment | () | Front office |
| j. Hotel rate | () | Room tariff |

18. 2061 Q. No. 2

- | | | |
|---------------------|-----|---------|
| a. Flight Catering | () | Party |
| b. Ship Catering | () | Kitchen |
| c. Outdoor Catering | () | Trains |

- | | | |
|--------------------|-----|------------------------|
| d. Rail Catering | () | Preparation in advance |
| e. YWCA | () | An organization |
| f. Tariff | () | Airlines |
| g. Mise En place | () | Price structure |
| h. Pre-preparation | () | A quality |
| i. Satellite | () | Put into place |
| j. Salesmanship | () | Cruise lines |

19. 2060 Q. No. 2

- | | | |
|--------------------|-----|--------------------|
| a. Hyatt | () | Linon |
| b. Egg York | () | Voucher |
| c. Spices | () | Sauce |
| d. B.B.Q. | () | Mayonnaise |
| e. Curtains | () | Guest |
| f. citrus | () | Fat |
| g. Veloute | () | Chain organization |
| h. Foreigner | () | Roasting |
| i. Butter | () | Vitamin C |
| j. Mode of payment | () | Commodities |

20. 2059 Q. No. 2

- | | | |
|----------------------|-----|----------------------|
| a. Cafeteria | () | Potage |
| b. Cultural | () | Oven |
| c. Travellers cheque | () | Pre plated service |
| d. Grooming | () | Water |
| e. Consommé | () | Mode of payment |
| f. Platter service | () | Silver service |
| g. Americans service | () | Personal cleanliness |
| h. Uniform | () | Differences |
| i. Poaching | () | House keeping |
| j. Tandoor | () | Self service |

Abbreviation**1. 2062 Q. No. 3**

Write the full form of the following:

- (a) N.T.B. (b) DND (c) GIT (d) FIT (e) IUOTO (f) VAT (g) HSEB (h) EHK (i) FOM (j) MAP [5]

2. 2059 Q. No. 3

Write the full form of the following.

- (a) E.P. (b) B.O.T. (c) S/W (d) F & B (e) J/C [5]

Fill in the blanks [1 Mark each]**1. 2072 Set C Q.No. 3**

- Moulton is (house keeping/F&B) linen.
- Cloak room attendant works under (floor/public) area.
- Cafeteria falls under (primary/secondary) catering establishment.
- Potato refers (Root/Tuber) vegetable.
- House keeping department is responsible for cleaning of (Kitchen/Restaurant).

2. 2072 Set D Q.No. 3

- Fat from pork is termed as (suet/lard)
- Faucets are installed in the guest (bedroom/bathroom)
- Upholsteries are managed by (housekeeping/engineering)
- Physical facilities provided in the hospitality industry is also referred to as service. (tangible/intangible)
- Organized tour was started by (Auguste Escoffier/Thomas cook)

3. 2072 Set E Q.No. 3

- A sommelier is responsible for the service of (snacks/wine)
- Demerara is partially refined (sugar/flour)
- Scanty baggage refers to guest travelling with baggage. (heavy/light)
- assists room attendants. (Bell boy/Housemen)
- in tourism refers to accessibility. (Accommodation/Transportation)

4. 2071 Supp Q.No. 3

- Danger zone is the temperature range between..... (10°F – 63°F / 10°C – 63°C).
- Upholsteries are managed by.....department. (housekeeping/engineering)
- Full plate, half plate, tea saucer, etc. are categorized under..... (cutlery/crockery)
- Guest messages are handled and controlled by.....section. (reservation/information)
- is regarded as the father of modern tourism. (Conrad Hilton/Thomas Cook)

5. 2071 Set C Q.No. 3

- Serviette is also called (Napkin/ Cruet set)
- Fish knife & fork can be used for (Appetizer/ Dessert)
- Two single sized bed in a room is called (Double bed/ Twin bed)
- Standard height of dining table is (36 inches/ 30 inches)
- Garde Manager refers to..... (Cold section/ Hot section) of the kitchen.

6. 2070 Supp Q.No. 1

- Lost and found articles are handled by desk. (front/ housekeeping control)
- A room plan that includes the facilities of accommodation only is termed as plan. (European/ American)
- Refined flour is made from grain. (wheat/ barley)
- Veal is the meat from young one of (cow/ sheep)
- Hotel Soaltee was affiliated to (crowne plaza/ Qberoi)

7. 2070 Q.No. 3

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

8. 2068 Q.No. 3

- [2]011 is being celebrated as (Visit Nepal year /Nepal tourism year)
- Platter is a type of (cooking ware/service ware)
- Buff is considered as meat. (Red/White)
- Room service is a type of an /a (outlet /restaurant)
- Gardeners are supervised by (H/K dept./F/O dept.)

9. 2067 Q. No. 3

- Tuna is a type of ... fish (oily/ white)
- Prawn falls under ... (crustacean/ mollusc)
- Source of Bacillus cereus is ... (rice/ chicken)
- Roux is a mixture of ... (flour and water/ flour and butter)
- Macedoine is ... cuts of vegetable. (dice/ strip)

10. 2065 Q. No. 3

- Somme lier is also known as
- Room maid is also known as
- Chain operated organizations are also known as
- Crockery is also known as
- Front office is also known as centre of a hotel.

Choose the Correct Answer [1 Mark each]

1. 2071 Set D Q.No. 2

- A food warmer used in buffet service for displaying food is termed as
(i) coaster (ii) tilt pan
(iii) side station (iv) chaffing dish
- Chef boulangerie works in the
(i) cold kitchen (ii) butchery
(iii) bakery (iv) soup section
- Cheddar, parmesan, and so on are examples of:
(i) herbs (ii) cheese
(iii) spices (iv) glasswares

- d. Ham is obtained from the leg of
(i) mutton (ii) pork
(iii) beef (iv) chicken
- e. Potato is a type of vegetable.
(i) root (ii) fruit
(iii) tuber (iv) stem

2. 2069 Supp Q.No. 1]

- a. Fat from pork is termed as
i. margarine iii. yeast
ii. lard iv. all of the above
- b. A food warmer used in buffet service for displaying food is termed as
i. coaster iii. food platter
ii. cruet set iv. chaffing dish
- c. are energy sources for our body muscles, brain and nervous system.
i. minerals ii. carbohydrates
- d. Which of these is not located at the front desk?
i. reception iii. cashier
ii. information iv. telephone operator
- e. Bell desk handles
i. guest luggages iii. guest messages
ii. guest mails iv. all of the above

3. 2066 Q.No. 3]

- (a) The term 'SB' denotes
(i) Simple Breakfast (ii) Special Bed (iii) Scanty Baggage
- (b) An attendant who receives in house-guest's laundry and delivers them.
(i) Houseman (ii) Butler (iii) Valet
- (c) A guest who extends, his/her period of stay than expected.
(i) Stay over (ii) Stay on (iii) Stay out
- (d) Which one of these is not a cereal.
(i) Oat (ii) Barley (iii) Artichoke
- (e) Yoghurt is a thick liquid made of.
(i) Milk (ii) Curd (iii) Cream