

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2078  
Bachelor of Business Hotel Management (BHM)  
Semester – I

R.No.....

Subject: Introduction to Tourism and Hospitality

Code: BHM 311/411

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers.*

1. A lodging establishment constructed with an emphasis on motorists is
  - a. a resorts
  - b. a motel
  - c. an inn
  - d. hotel
2. Temporary visitors staying at least for 24 hours and not more a year in the country are:
  - a. Tourists
  - b. Visitors
  - c. Excursionists
  - d. Travelers
3. A mean of transportation that delivers people and vehicles from one side of river/lake to other is
  - a. Ferries
  - b. Bulk carrier
  - c. Tanker
  - d. Container
4. Reservation is the process of ...of service for future
  - a. Holding
  - b. Booking
  - c. Confirming
  - d. Buying
5. Which one of the followings is an adventure type of travel?
  - a. Recreations
  - b. Health
  - c. Business
  - d. Bungee
6. Accommodation business constructed with an emphasis on Business Traveler is:
  - a. a resorts
  - b. a motel
  - c. an inn
  - d. a business hotel
7. Meeting as well as event travel, comes under the tourism activities of:
  - a. Adventure
  - b. MICE
  - c. Sun lust
  - d. Wanderlust
8. Adventure travel is based on
  - a. Challenges
  - b. Risks
  - c. Thrills
  - d. all of them
9. Who are tourists?
  - a. guides
  - b. tax collectors
  - c. free time spenders
  - d. employees
10. People are attracted to theme restaurants because \_\_\_\_\_.
  - a. of the location
  - b. they like the decorations
  - c. of the experience and social meeting place.
  - d. of the limited menu and costumes of the staff
11. Recreation is engaged upon during
  - a. Leisure time
  - b. Work time
  - c. Sleep time
  - d. Study time
12. In terms of a destination, what do attractions do?
  - a. Support visitors at the destination
  - b. generate the visit to a destination
  - c. Reduce tension between visitors and residents
  - d. Inform local residents of the benefits of tourism

13. Which one of the followings is not a part of the infrastructure of Tourism
- a. Natural Spots
  - b. Surais
  - c. Rope ways
  - d. Government owned factories
14. Why is tourism difficult to define?
- a. The concept is too narrow
  - b. The concept is too broad
  - c. It does not envelop other industries
  - d. It does not envelop other sectors
15. What percentage of the world's employment does tourism support?
- a. 7.1%
  - b. 8.1%
  - c. 9.1%
  - d. 10.1%

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Full Marks: 100

Time: 3:00 Hours

*You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.*

**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. What is travel agency? What are the functions of travel agency? [2+3]  
[5]
2. Explain the current issues of Tourism and Hospitality service. [5]
3. Explain, in detail the types of package tour. [5]
4. Explain the importance of leadership in hospitality industry. [5]
5. What are the tourism consequences of the Ancient Period? Explain. [5]
6. Explain characteristics of Tourism and Hospitality. [2+3]
7. What is itinerary? Mention the steps included in itinerary planning. [2+3]
8. Define Neolithic Period. List out the importance of Neolithic Period in human society. [2+3]
9. What do you mean by tourism product? Explain any three components of tourism product. [5]
10. What is ethics? Discuss various branches of ethics.

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. What is the difference between social responsibility and business ethics? [10]
12. What are some other economic and social trends that are affecting tourism and hospitality? [10]
13. Explain the various steps of career planning. [10]
14. What are the basic components of tourism development? Explain their contributions to the development of tourism [10]
15. Explain the contemporary issues of tourism in Nepal. [10]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the case given below and answer the following questions:

Nepal is considered one of the best places for travel around the globe. It has an amazing Himalayan beauty, striking multicultural aspects and natural beauty to match. Travelers from all parts of the world come to Nepal every year, especially for culture, and adventure. As such, the tourism sector of Nepal has a lot of potential for growth and expansion. Home stay is a popular form of hospitality and *lodging* whereby visitors share a residence with a local of the city to which they are traveling. Mass tourism has been widely criticized for failing to benefit local community and causing environmental and cultural damage. Home stay tourism is an alternative to this mass tourism. In this home stay tourism, tourists stay with the family of local people in rural areas instead of living in hotel or lodge like in traditional tourism. It is based on sustainable development principle, where local community will be benefited and protection of natural environment and traditional culture is covered by tourism

development project. The village was selected because home stay tourism has been in practice there for many years. Tourism income contributed 23% of the net total income, which is about three times more than livestock and agriculture income. The highest income share is from pension, which is 38%, and remittance contributes to 20.8%. On the basis of wealth, total household was divided into five groups, each group with same population of 21, except one group with 22 households. Among the five groups, the poorest and rich income groups are more benefited from tourism income. Tourism income has a share of 31.6% to total income of the poorest group and share of tourism income to total income of rich income group is 46%. Tourism industry has played important role in income equalizing among rural household.

**Questions:**

- a. What is home stay accommodation? [5] [5]
- b. What are the challenges and solutions of home stay? [5] [5]
- c. As a student of hospitality, what effort will you make to increase national income through home stay? [5] [5]

**THE END  
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Semester – I

R. No.....

Code: BHM 312/412

Subject: English Communication

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers*

1. Grapevine communication is :
  - a. formal
  - b. informal
  - c. upward
  - d. downward
2. The whole concept of achieving success begins with how you .....
  - a. Behave
  - b. Work
  - c. Think
  - d. All of them
3. Body language is:
  - a. Structured
  - b. Faked
  - c. Involuntary
  - d. None of them
4. For effective cross cultural communication, your language:
  - a. Should be unfamiliar with the target audience in order to capture their attention.
  - b. Should be guided by your target audience.
  - c. Should be vague so that your message can be interpreted in multiple ways.
  - d. Should not be influenced by your intended purpose
5. Upward and downward flow of messages constitute:
  - a. Vertical communication
  - b. Horizontal communication
  - c. Diagonal communication
  - d. Grape vine
6. Which one of the followings can be a language barrier?
  - a. Technical jargon
  - b. Both a and b are language problems
  - c. Pronunciation
  - d. Both a and b are not language barriers
7. The letter should be based on a...
  - a. I attitude
  - b. you attitude
  - c. We attitude
  - d. Our attitude
8. Communication that flows from superior to subordinates is...
  - a. Downward
  - b. Informal
  - c. Upward
  - d. Horizontal.
9. High context people are ..... in communication
  - a. verbal over non- verbal
  - b. silence
  - c. nonverbal over verbal
  - d. written

10. Paralanguage is a kind of action language that refers to:
- actual words
  - personal space
  - body language
  - the tone of voice, speed of speech, and hesitation
11. Which one of the followings would not come under Kinesics?
- Posture
  - Personal Appearance
  - Silence
  - Gesture
12. ... is the last step of listening process.
- Stop talking
  - Receiving
  - Interpreting
  - Responding
13. Communication is a .....
- One way process.
  - Two way process.
  - Three way process
  - Four way process.
14. Business letter must possess the quality of.....
- Coherence
  - Incompleteness
  - Faultiness
  - Jargons
15. Effective communication can only be achieved when.....
- The audience is understood.
  - Feedback is encouraged.
  - Thoughts are organized.
  - Systematic delivery of speech

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Subject: English Communication  
Full Marks: 100

Code: BHM 312/412  
Time: 3: 00 Hours

*You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.*

**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. Write a short feedback review regarding the hotel you visited recently.
2. Draft a welcome speech to the low context culture people, who are going to stay in your country during the Pandemic situation.
3. Write a menu to display on a restaurant with following clues.  
Clues: Name of the restaurant, food items, charges, special features, address, phone number.
4. What are the advantages of listening?
5. How dose emotional intelligence play an important role in hospitality industry? Explain.
6. Differentiate between high context and low context culture.
7. Describe the communication process with a suitable diagram.
8. How can we improve our nonverbal communication skills?
9. What are the telephone etiquettes?
10. Fill in the blanks with appropriate phrasal verbs:

See off, got in, setoff, hurryup, hold up, check in, take off, get off, drop off, stop over

- a. They've gone to the airport to ..... their son .....
- b. We ..... for Paris just after ten.
- c. I ..... just after eight o'clock.
- d. Sorry I'm late – I was .....at work.
- e. The plane ..... an hour late.
- f. Please ..... at least an hour before departure.
- g. We.....at the next station.
- h. I'll ..... you ..... on my way home.
- i. I wanted to ..... in India on the way to Australia.
- j. ....! We're going to be late.

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. Draft a job application for the post of front Desk officer/Chef in Hyatt Regency hotel along with C.V.
12. Write an essay on "Impact of COVID-19 on the hotel industry and suggestions for the post pandemic recovery". (Write in your own words and in 250 words)
13. Draft a dialogue between the front desk office and a customer for room inquiry in Blue Bird Hotel.
14. Write clear instruction to prepare one of your favorite dishes which is often enjoyed in your family.
15. Write a short note on any two:
  - a. What do you mean by AIDA model?
  - b. Seven C's Concept
  - c. Importance of opening and closing in communication.

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the Case given below and answer the following questions:

To: Employer

From: Ty Stringer

Subject: I need job

der Employer,

I wud like 2 apply 4 da job in customer service. I saw ur job on FB. I got my resume and added it to da email. I

wud appreci8 ur response. -TS

**Questions:**

- a. Identify the barrier in the above email writing.
- b. What is the role of writing in a professional world?
- c. How can we overcome such kind of barriers?

**THE END**



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Semester – I

R.No.....

Subject: Principles of Management

Code: BHM 313/413

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

Tick the best answers.

1. This person is credited as being the father of “classical Management Theory”.
  - a. Elton Mayo
  - b. Henry Fayol
  - c. Edwards deming
  - d. Frederick Taylor
2. Included within behavioral Management Theory is the idea of different types of managers. Which one type believes employees will not work to their potential without close supervision and most will avoid work if possible?
  - a. theory X managers
  - b. theory Y managers
  - c. theory Z managers
  - d. all of these
3. The..... begin to emerge as a result of the industrial revolution.
  - a. factory system
  - b. rural societies
  - c. hand tools
  - d. World war
4. The..... brought mechanization, a large number of workers, and division of labour.
  - a. Industrial revolution
  - b. Specialization
  - c. Scientific management
  - d. Human resource approach
5. First to identify the four management functions is...
  - a. Henry Fayol
  - b. Max Weber
  - c. Elton Mayo
  - d. Frederick Taylor
6. ....specialized labour and piece work.
  - a. Frederick Taylor
  - b. Henry f field Fayol
  - c. John Kotter
  - d. Max Weber
7. This theory states that proper management commands and controls all employees, so when a fore management is improved, employees will follow.
  - a. scientific theory
  - b. administrative theory
  - c. bureaucratic theory
  - d. human relations theory
8. Decision making Theory emphasizes that the main responsibility of a manager is to take .....decision.
  - a. Rational
  - b. Common
  - c. Irrational
  - d. None
9. Planning defines a clear line of action and responsibility of all the levels of .....
  - a. Management
  - b. Individual
  - c. Group
  - d. None
10. Motivation is the act of .....employees to devote maximum efforts to achieve organizational objectives.
  - a. inspiring
  - b. controlling
  - c. directing
  - d. suggesting

11. This initiative style is frequently connected when the group is extremely fit, very much inspired and composed. Less impedance and decreased direct guideline is ordinary with this initiative style.
- a. Autocratic
  - b. Democratic
  - c. Participative
  - d. Laissez-faire
12. They create eagerness in their groups by inspiring employees and helping them stay persuaded at work.
- a. Charismatic Leadership
  - b. Bureaucratic Leadership
  - c. Democratic Leadership
  - d. Participative Leadership
13. McClelland's Need Achievement Theory consists of :
- a. Need for power
  - b. Need for affiliation
  - c. Need for achievement
  - d. Above all
14. PDCA cycle is developed by-
- a. Frederick Herzberg
  - b. William Edward Deming
  - c. F.W. Taylor
  - d. Abraham Maslow
15. Pressure from investors who can quickly withdraw their money from company stocks is an example of:
- a. Power stress
  - b. Work related stress
  - c. Economic stress
  - d. Personal

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**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. Differentiate between Classical and Human Behavior Theories. [5]
2. What are System Theory and its classification? Explain with examples. [5]
3. Distinguish McGregor's: Theory X & Theory Y. [5]
4. Define Need Achievement Theory of motivation. [5]
5. Why is scientific management theory important? Logically explain. [5]
6. What is organizational change? Define resistance of change. [5]
7. Justify that globalization is an emerging challenge for management. [5]
8. Elaborate PDCA cycle. [5]
9. What is stress? Explain positive and negative stresses with suitable examples. [5]
10. Define your choice of leadership style discussing the reasons. [5]

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. Show the link between Need Hierarchy Theory and Herzberg's Two Factors Theory. [10]
12. As a manager explain the process of management. [10]
13. Explain managerial roles and skills according to the managerial level. [10]
14. Differentiate between administrative management theory and bureaucratic theory [10]
15. What is Leadership? Explain the qualities of good leadership. [10]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the case given below and answer the following questions:

The president of simplex Mills sat at his desk in the highest atmosphere, so typical of business offices, after the close of working hours. he was thinking about Rayman, the manager in charge of purchasing, and his ability to work with George, the production manager, and Vipul, the marketing and sales manager in the firm.

When the purchasing department was established 2 years ago, both George and Vipul agreed with the need to centralize this function and place her specialist in charge.

George was of the view that this would free his supervisors from detailed ordering activities. Vipul opined that the flow of materials into the firm was important enough to warrant a specialized management assistant. As the purchasing department began operating it has been precisely this to managers who have had a number of confrontations with the new Purchase Manager, and occasionally with one another, in regard to the way the purchasing function in being carried out.

From George's point of view, instead of simplifying his job as production manager by taking care of purchasing for him, the purchasing department has developed a formal setup procedure that has resulted in as much time commitment on his part as he had previously spent placing his orders directly with vendors. Further, he is officially irritated by the fact that his need for particular items of a particular specification is

constantly being questioned by the purchasing department. When the department was established, George had a job where the purchasing manager was there to fill his needs, not to question them.

As Vipul sees it, the purchasing function is an integral part of the marketing function, and therefore needs to be jointly managed as a Unified Process. Purchasing function cannot be separated from a firm's overall marketing strategy. However, Rayman has attempted to carry out the purchasing function without regard for the obvious relationship between his responsibilities and those of Vipul, making a unified marketing strategy impossible. In his previous position, Rayman had worked in the purchasing department of a firm considerably larger than simplex. Before being hired, he was interviewed by all the top managers, including George and Vipul, but it was the president himself who negotiated the details of the job offer. As Rayman sees it, he was hired as a professional to do a professional job. Both George and Vipul have been distracting him from this goal by presuming that he is somehow subordinate to them, which he believes is not the case. The people in the production department, who use the purchasing function most, have complained about the detail that he requires on their requisitions. But he has documented proof that materials are now being purchased much more economically than they were under the former decentralized system. He finds Vipul's interest more difficult to understand, and then he sees no particular relationship between his responsibilities for efficient procurement and Vipul's responsibilities to market the firm's product.

The president has been aware of the continuing conflict among three managers for some time but on the theory that all rivalry is healthy and stimulating. He has felt that it was nothing to be unduly concerned about. But now that much of his time is being taken off by mass of that. He considered to be pretty bickering, the time has come to take some positive Action.

**Questions:**

- a. Is George's view of the situation realistic?
- b. How do you evaluate Vipul's position?
- c. How might this conflict be associated with factors in the formal organization?
- d. What should the president of Simplex Mills do now?

**THE END**

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Semester – I

R.No.....

Subject: Food Production & Patisserie – I

Code: BHM 314/414

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

Tick the best answers.

1. ...is the head of sections of food production department.
  - a. Chef de Partie
  - b. Sous Chef
  - c. Executive Sous Chef
  - d. Executive Chef
2. Chef Potager in a hotel is responsible for,
  - a. Relieving any Chef de Partie
  - b. Responsible for soup section
  - c. Night operation
  - d. Responsible for making sauces
3. Commissary kitchen deals with
  - a. Raw meat
  - b. Salads
  - c. Vegetables
  - d. None of the above
4. Frozen food items to be stored in...temperature.
  - a. 0 to 3 degree Celsius
  - b. 0 to 5 degree Celsius
  - c. 21 degree Celsius
  - d. Below 0 to -18 degree Celsius
5. Danger zone refers to the temperature between...
  - a. 5 to 63 degree Celsius
  - b. 0 to 63 degree Celsius
  - c. 5 to 23 degree Celsius
  - d. 0 to 23 degree Celsius
6. Which are the followings is believed to be the first spice used by human for cooking?
  - a. Vinegar
  - b. Cumin
  - c. Chilli
  - d. Pepper
7. Blue chopping board is used for cutting.....
  - a. Vegetables
  - b. Raw meats
  - c. Fish & seafood
  - d. Poultry
8. Equipment commonly used for stir frying and sautéing is known as...
  - a. Sauce Pot
  - b. Sauce Pan
  - c. Kettle
  - d. Wok
9. ... is not a mode of heat transfer
  - a. Convection
  - b. Convection
  - c. Conduction
  - d. Radiation
10. Steaming Falls under...
  - a. Fat media of cooking
  - b. Moist Heat media of cooking
  - c. Dry heat media of cooking
  - d. Sous Vide Cooking

11. Jhaneko in Nepalese cuisine refers to...
- a. Shallow frying
  - b. Mixing
  - c. Tempering
  - d. None of above
12. ...is the common example of seasonings and flavorings.
- a. Salt
  - b. Pepper
  - c. MSG
  - d. All of above
13. Continental breakfast consists of
- a. Tea coffee, bread and chilled juice
  - b. Tea coffee, bread, chilled juice, eggs
  - c. Tea coffee, bread, chilled juice, eggs, vegetables
  - d. Tea coffee, bread, chilled juice, eggs, vegetables and meats
14. Meals in villages of Nepal are often eaten seated on a tiny wooden seat that is...
- a. a tool
  - b. a Pirka
  - c. a mech
  - d. all of above
15. Which one of the following authentic Nepalese foods is consumed as breakfast?
- a. Chhoyla, Baji, chatamari
  - b. Dal, bhat, tarkari
  - c. Malpuwa, sel, gwaramari
  - d. Phalgi, Rilduk

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Code: BHM314/414

Full Marks: 100

Time: 3:00 Hours

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**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any *EIGHT* questions:

1. Give details on Cooking. Why do foods need to be cooked? [1+4]
2. Write about the various types of equipments used in commercial kitchens. [5]
3. Define Rechauffe. Enlist the guidelines of preparing Rechauffe dishes. [1+4]
4. What is the major difference between seasonings and flavorings? List out any 10 examples of seasonings and flavoring. [1+4]
5. What are the factors that influence the eating habit of the people? [5]
6. Give details on Microwave cooking. [5]
7. Discuss the various guidelines for food presentation [5]
8. Explain the various types of Kitchens. [5]
9. Give a concept on First Aid. What are the basic first aids in a kitchen for cuts, burns and poisoning? [5]
10. Briefly explain the use of different color coded chopping boards in a kitchen. [5]

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any *THREE* questions:

11. Explain the various methods of cooking. [10]
12. Discuss a kitchen department. Draw an organizational chart of the kitchen department of a large hotel. Also enlist some duties and responsibilities of Executive Chef. [2+4+4]
13. Discuss Nepalese cuisine focusing on authentic Nepalese foods, ingredients, equipments and cooking methods. [10]
14. How do you maintain personal hygiene, kitchen hygiene and food hygiene in food production area? [4+3+3]
15. Define breakfast. Prepare a full course English breakfast menu. [3+7]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the case given below and answer the following questions:

Salad is the cold food made primarily of a mixture of raw or cooked ingredients, typically vegetables or fruits usually served with a dressing such as vinegar, mayonnaise. They are Cold food including vegetable, legumes, eggs, or grains. There is no food product or food recipe that stays fresh, nutritious and healthy like the salad. There are several advantages of preparing the salads before time. The first benefit is that the time can be saved. It also means that the salad will be readily available. Another advantage is that the salads are not expensive. You can prepare a simple salad. It will cost you very little and you will have something healthy to eat whenever you are hungry. There are also salads that can be preserved and used later. In today's hectic life, it is difficult for people to find time to make complicated dishes. Regarding parts of salad Romaine (type of lettuce, chicory or loose leaf lettuce can be used as the base Body is the main ingredient that can be a mixture of vegetables, meats, and fruits. Another part garnish adds color and appeal to salad. Normally Simple garnishes are best and they can be mixed with other ingredients or added at the end examples include parsley, paprika, fresh cherry tomato. In relation

to types of salad, green salad are from lettuce or the cabbage family, watercress or mustard plant can also be in green salad. Salad singular Refers to salad prepared with one main ingredient. Like: Radish Salad, Cucumber salad, apple salad. It comprises of food only in one piece or one portion. Whereas compound salad combination of more ingredients such as vegetables, fruits, meat, fish, poultry and game with a suitable dressing like mayonnaise, vinaigrette, and acidulated cream.

### Questions

- a. Preparation and consumption of salad is very much beneficial. Justify [5]
- b. For preparing a quality salad it should comprise of the various parts or components. Detail this. [5]
- c. Discuss the types of salad that you can prepare in reference to above text. [5]

**THE END**



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Semester – I

R. No.....

Subject: Food & Beverage Service – I

Code: BHM 315/415

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

Tick the best answers.

1. What is one of the main features of Secondary Catering Institution?
  - a. Providing food and beverage at negligible profit
  - b. Service Oriented
  - c. Providing accommodation at negligible profit
  - d. All of the above
2. Which one of these F&B Service outlets usually opens for lunch and dinner?
  - a. Room Service
  - b. Bar
  - c. Restaurant (Fine Dining)
  - d. Banquet
3. Silver Room is also known as a...
  - a. Platter Room
  - b. Plate Room
  - c. Dining Room
  - d. Room Service Pantry
4. Who is responsible for escorting guests to the tables in fine dining?
  - a. Captain
  - b. Waiter/Waitress
  - c. F&B Manager
  - d. Senior Captain
5. Senior Captain in French is .....
  - a. Commis de Rang
  - b. Maitre d'hotel
  - c. Chef de Rang
  - d. Chef de Cuisine
6. Which of the two departments? Food and Beverage unit comprises .
  - a. Food and Beverage and Housekeeping
  - b. Food and Beverage and Front Office
  - c. Food and Beverage and Food Production
  - d. Food and Beverage and Sales and Marketing
7. Food & Beverage service department coordinates with ... the department for Restaurant Linen.
  - a. Housekeeping
  - b. Sales & Marketing
  - c. Food Production
  - d. Human Resource
8. Pilsner is a type of ...
  - a. Crookery
  - b. Flatware
  - c. Hollowware
  - d. Glassware
9. Courtesy shown by F&B Service staff: reflects one of the followings:
  - a. Hospitality Knowledge
  - b. Hospitality Skill
  - c. Hospitality Attitude
  - d. None of the above
10. Which one of the followings is Table etiquette for a server?
  - a. Be polite to a guest
  - b. Avoid arguing at work
  - c. Desist from chewing gum
  - d. All of the above

11. What usually falls as the third course in a four course menu?
- a. Dessert
  - b. Soup
  - c. Appetizer
  - d. Main Course
12. Réleve means ...
- a) Sweet dishes
  - b) Main meat course
  - c) First meat course
  - d) Appetizer
13. What are the basic table appointments?
- a. Service platter
  - b. Water jug
  - c. Budvase, Ashtray, Cruet set
  - d. Service pair
14. The word "Table d' hote" means
- a. Table of Guest
  - b. Table of Host
  - c. Table of Hotel
  - d. Table of Honor
15. Wiping of all servicewares falls under
- a. De-Briefing
  - b. Mise-en-Scene
  - c. Mise-en-Place
  - d. Briefing

Mid-West University  
Examinations Management Office  
Surkhet, Nepal  
Final Examination-2078  
Bachelor of Business Hotel Management (BHM)  
Semester – I

Subject: Food & Beverage Service – I  
Full Marks: 100

Code: BHM 315/415  
Time: 3:00 Hours

*You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.*

**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. Define Catering Industry and classify its types. [5]
2. Hotel Industry is the one of the largest hospitality commercial industries Justify . [5]
3. Define Kitchen Stewards with its stewarding process . [5]
4. What are the duties and responsibilities of F&B Manager/Outlet Manager/Senior Captain/waiter? [5]
5. Define Restaurant Linen with its types. [5]
6. Mention the rules of laying table. [5]
7. Write food and beverage service sequence in fine dining outlet. [5]
8. Classify the eleven course French classical menu. [5]
9. What are the procedures to handle complaints? [5]
10. Define the following. [2.5+2.5]
  - a. Mise-en-scene
  - b. Mise-en-place

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. Enlist five each Flatware, Glassware, Holloware and Chinaware. [10]
12. What are the competencies of F&B service staff with a relevant example of each? [10]
13. What are the general etiquette of F&B Service staffs? Explain [10]
14. Draw the organization chart of F&B service department and list out the importance of an organization chart. [10]
15. If you are the Food and Beverage Manager of 5-Star property, how would you maintain the guest service in this Covid-19 (Pandemic) time? [10]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the Case given below and answer the following questions:

**INTERDEPARTMENTAL RELATIONSHIP**

Coordination usually refers to whether a child can get the arms and legs to work together in a coordinated, effective way. In the same way, it is very important to work as a team by coordinating with each department in hotel. Team work is often a crucial part of a business as it is often necessary for colleagues to work-well together. F&B service department also coordinates with different departments for different purposes.

The information regarding the guest arrival & departure and information regarding VIP/CIPs is collected by front office department; the main selling product i.e. food is prepared by kitchen, housekeeping department is responsible for providing linen, cleaning public areas, to keep lost and found items. Likewise, F&B service department coordinates with purchase & store, Human Resource for hiring or firing staff, engineering, account, sales & marketing and so on.

**Questions**

- a. How does F&B service department coordinate with front office? [3]
- b. What sorts of challenges are faced while working as a team? [3]
- c. Mention the few advantages of team work. [3]
- d. What does the following statement imply? "Talent wins games, but teamwork wins championships." [3]
- e. Show the interrelationship between kitchen and service department. [3]

**THE END**

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Roll No.....

Subject: Housekeeping Operation – I

Code: BHM 316/416

**SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)**

*Tick the best answers.*

1. Floor pantry stores.
  - a. All the cleaning agents & equipments
  - b. Newspaper & magazines
  - c. Uniforms of staff
  - d. All of the above
2. An attendant who receives in house guest's laundry and delivers to them is a...
  - a. Houseman
  - b. Butler
  - c. Valet
  - d. Room attendant
3. The physical removal of dirt from surfaces means:
  - a. Guests are given a sign with.....
  - b. Washing laundry
  - c. Cleaning
  - d. All of the above
4. DND card is supplied for...
  - a. Housekeeping
  - b. F & B service
  - c. Front office
  - d. Personnel office
5. Carpet vacuuming can be done with the help of a...
  - a. Hoover
  - b. Duster
  - c. Scrubber
  - d. Mop
6. The main administrative center of the housekeeping is...
  - a. Desk control
  - b. Housekeeper office
  - c. Floor pantry
  - d. Lost and found
7. Which one of the following glasses normally has flaws?
  - a. Sheet glass
  - b. Fiber glass
  - c. Float glass
  - d. None of the above
8. A container for storing cleaning supplies located on the top of the maid's cart is known as...
  - a. Caddy
  - b. Hatches
  - c. Box
  - d. Board
9. A cloak room attendant works in the
  - a. Guest room
  - b. Guest bath room
  - c. Laundry
  - d. Public area toilet
10. Turndown service is given only in a/an...
  - a. Departure room
  - b. Vacant room
  - c. Occupied room
  - d. All of the above

11. Bidet is installed in a...

- a. Bedroom
- b. Laundry

12. Spring cleaning is also known as...

- a. Deep cleaning
- b. Block cleaning

13. Cleaning of carpet is done by...

- a. Vacuum cleaner
- b. Shampoo machine

14. Another name for a sewing kit...

- a. amenity
- b. Dutch wife

15. ... is used for cleaning windows and mirrors.

- a. Chamois leather
- b. Drugget

- c. Bathroom
- d. Floor pantry

- c. Traditional cleaning
- d. Team cleaning

- c. pack vacuum
- d. dusted

- c. rollaway
- d. Kit

- c. Dust sheet
- d. Scrim

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*You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.*

**SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)**

Answer any **EIGHT** questions:

1. Define Housekeeping department with its role and function. [5]
2. Write down the basic attitudes required in housekeeping operations. [5]
3. Write down the job specification of a Linen & Uniform supervisor & Floor supervisor. [5]
4. Draw the layout of guest room and label all the contents and supplies found in guest bed room and bathroom. [5]
5. Safety and security both are meant to safeguard human and physical assets. Explain [5]
6. Explain maid card and setting up of maid card trolley in Housekeeping. [5]
7. Explain any five potential hazards in housekeeping department occurrence. [5]
8. Define floor with its types and write down hard floor cleaning process. [5]
9. Write down step by step process of bed making in five star hotels. [5]
10. Define pest and pest control. Explain and three pest control process in hotel. [5]

**SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)**

Answer any **THREE** questions:

11. Draw the layout of Housekeeping department and explain all the sections of Housekeeping. [10]
12. Define guest room and write down the occupied guest room cleaning procedures. [10]
13. Explain furniture with its types and write down the cleaning procedure of wooden and upholster furniture. [5+5]
14. Define carpet and its types and write down the shampooing methods of carpet. [5+5]
15. Define key and explain the types of key with its controlling processes. [10]

**SECTION D: CASE STUDY (15 MARKS)**

16. Read the Case given below and answer the following questions:

Hotel Crown Plaza is one of the chain hotels which is providing perfect hospitality service in the hotel all over the world but nowadays the guests are making more complaints regarding the lodging facility due to the lack of facilities within the room.

Hotel management decided to change the previous Executive Housekeeper and appointed MR. Bin Walker, after six months the occupancy is going high and feedback of guest is positive regarding the room facilities. So the eyes and ears of management is housekeeping because maximum revenue is generated by selling room in the Hotel.

**Questions:**

- a. Who is Bin Walker? What are the duties of Mr. Bin Walker? [5]
- b. List out the room contents and room suppliers to maintain the standard of Hotel Crown Plaza. [5]
- c. Why is Housekeeping Department known as Eyes and Ears of Management? [5]

**THE END**