

Mid-West University
Examinations Management Office
Surkhet, Nepal
Chance Examination-2079
Bachelor of Hotel Management (BHM)
Semester - II

Roll.No.....

Subject: Accounting for Financial Decision Making and Control
Full Marks: 100 Pass Marks: 50

Course Code: BHM 321
Time: 3:00 Hours

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

Tick the best answers.

1. Short term investment and advance expenses are:
 - a. Current assets
 - b. Fixed assets
 - c. Intangible assets
 - d. Investments
2. What is Margin of Safety if sales is 15,000 units and B.E.P is 10,000 units?
 - a. 5,000 units
 - b. 10,000 units
 - c. Rs. 5,000
 - d. Rs. 35,000
3. According to which one concept the owners is considered to be different from the business?
 - a. Business entity concept
 - b. Money measurement concept
 - c. Going concern concept
 - d. Accounting period concept
4. The cost which does not change in proportion to level of output is:
 - a. fixed cost
 - b. variable cost
 - c. total cost
 - d. infeasible cost
5. An example of cash flow from investing activity is:
 - a. The receipt of cash from the issuance of share capital
 - b. The payment of cash to refund loan
 - c. The receipt of cash from the sale of equipment
 - d. The payment of cash to suppliers for inventory
6. All of the followings are of loan types except:
 - a. motor vehicle
 - b. loan to buy equipment
 - c. debenture
 - d. account payable
7. The internal user of financial information includes all of the following except:
 - a. employee
 - b. manager
 - c. creditors
 - d. board of directors
8. Which one of the followings is not a minor revenue generating department of hotel?
 - a. Laundry revenue
 - b. Room revenue
 - c. Spa and gift shop revenue
 - d. Telephone department revenue
9. An item is subject to a 30% trade discount. Its list price is Rs 2,000. What is the sale price?
 - a. Rs.200
 - b. Rs.800
 - c. Rs.1 000
 - d. Rs.1 400

10. All of the followings are the functions of accounting except:
- reporting the financial results of a business
 - upgrading the quality of products
 - formulating plans for a firm
 - evaluating performance
11. Cost accounting emerged mainly on account of:
- statutory requirements
 - competition in the market
 - labor unrest
 - limitations of financial accounting
12. Determine contribution margin in rupees if variable cost ratio is 40 % and sales for the period is Rs. 60,000.
- Rs. 24,500
 - Rs. 30,000
 - Rs. 36,000
 - Rs. 37,500
13. All of the followings cash activities listed on the cash flow is a statement except:
- operating activities
 - purchasing activities
 - investing activities
 - financing activities
14. Contribution margin ratio is:
- total contribution margin / sales
 - sales / contribution margin per unit
 - fixed cost / contribution margin per unit
 - sales / variable costs
15. The margin of safety is a term best described as the excess of:
- contribution margin over fixed expenses
 - total expenses over the breakeven point
 - sales over the breakeven point
 - sales over total costs

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

Answer any **EIGHT** questions:

1. Define managerial accounting and its functions in brief.
2. Differentiate between Guest and City ledgers.
3. Write a short notes on:
 - a. Business entity concept of accounting
 - b. Money measurement concept of accounting
4. Explain the major and minor revenue generating department of hotel with examples.
5. A hotel furnishes the following pieces of information:

a. **Sales**

Rooms	Rs. 7,50,000
Restaurant	Rs. 6,25,000
Bar	Rs.4,00,000

b. **Cost of sales**

Rooms	Rs. 1,75,000
Restaurant	Rs. 1,25,000
Bar	Rs.80,000

c. **Salaries and administrative expenses**

Rooms	Rs.2,50,000
Restaurant	Rs. 2,00,000
Bar	Rs.90,000

d. **Repairs and renewals**

Rooms	Rs. 2,00,000
Restaurant	Rs. 50,000
Bar	Rs.30,000

e. **Other expenses**

Gas and electricity	Rs.90,000
Rent and rates	Rs.1,20,000
Interest	Rs. 60,000
Miscellaneous expenses	Rs.1,00,000

Additional information:

- The proportion of using gas between Rooms, Restaurant and Bar is 3:2:1.
- An interest expense is related to Bar Department only.
- A rent expense is equally distributed.
- Other expenses are apportionment in the ratio of 20% , 30% and 50% among the Room , Restaurant and Bar Department.

Required: Departmental profit and loss account

6. Explain the limitations of cost volume profit analysis.
 7. The followings are the operating results of a company for the last two periods are as follow.

Period	Total Sales	Profit
I Half year	Rs 4,00,000	Rs.60,000
II Half year	Rs.6,00,000	Rs.1,00,000

Required: i) Annual fixed cost

8. State the limitations of ratio analysis.
 9. Prepare guest ledger on the basis of following pieces of information:

• Total room rent	Rs.14,000
• Lunch	Rs.6,500
• Dinner	Rs.7,000
• Cash deposited by guest	Rs.50,000
• Juice	Rs.4,000
• Beer	Rs.3,000
• Morning Tea	Rs.1,500
• Cold coffee	Rs.1,300
• Allowance given by hotel	Rs.4,500
• Laundry service	Rs.1,500

Required: Guest ledger

10. A company has supplied the following extracts of a balance sheet:

Particular	2069	2070
Plant and machinery (net).....	2,50,000	4,00,000
Land and building.....	5,00,000	6,00,000
Investment.....	1,00,000	40,000

Additional information:

- Depreciation on plant and machinery charged during the year amounted Rs.50,000.
- A part of machinery costing Rs.50,000 at a loss of Rs. Rs.10,000.

Required: Cash from investing activities

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

Answer any **THREE** questions:

11. A hotel has supplied the following comparative balance sheet to you. The balance sheets of a company as on Chaitra 31st are as follow:

Liabilities	Year 1	Year 2	Assets	Year 1	Year 2
Share capital	500,000	600,000	Fixed assets	600,000	800,000
Share premium	50,000	60,000	Inventories	50,000	100,000
Retained earnings	100,000	150,000	Account receivable	150,000	100,000
10% Debenture	100,000	50,000	Cash at bank	100,000	50,000
Bills payable	50,000	40,000			
Account payable	100,000	150,000			
Total	900,000	1,050,000	Total	900,000	1,050,000

Additional information:

- a. Sales for the year Rs.600,000
- b. Cost of goods sold Rs.350,000
- c. Operating expenses Rs.100,000
- d. Fixed asset costing Rs.20,000 sold for Rs.30,000
- e. Fixed asset purchased for Rs.300,000
- f. Dividend distributed Rs.20,000
- g. Debenture is redeemed with Rs. 10,000 premium

Required: Cash flow statement using a direct method

12. The following income statement of a restaurant is given to you:

Particulars	Food A	Food B	Food C	Total
Sales	Rs.12,000	Rs. 15,000	Rs. 25,000	Rs. 52,000
Less: Variable cost	6,000	8,000	12,000	26,000
Contribution Margin	6,000	7,000	13,000	26,000
Less: Fixed cost	8,000	1,500	2,500	12,000
Net Profit (Loss)	(2,000)	5,500	10,500	14,000

In reviewing these results, the management is serious about the Food "A" and wants to see the possibility of dropping-out.

Required:

- a. Should the restaurant drop or continue the Food "A"?
 - b. What other qualitative factors are to be considered before taking such decision?
13. a) Classify the cost on the basis of controllability.
b) Write short notes on ratio analysis.
14. The following information is extracted from the books of a hotel.

Room revenue during the year		Rs. 320,000
Rack rate per room	Single	Rs.150
	Double	Rs.180
Room sold		13,000 (annual)
No of guests		16,500(annual)
Restaurant seating capacity		50
Days in a year		365
Restaurants cover sold		10,000
Rooms available in the hotel:		
	Single:	40
	Double:	20

Required:

- a. Average room rent achieved
 - b. Room occupancy percentage
 - c. Double occupancy percentage Restaurant seat turnover ratio
 - d. Yield management ratio
15. A Pizza House manufactures 10,000 units of Pizza at a total cost of Rs.21 per unit and detail information regarding production is as follows.

Flour and other material cost	Rs.12 per unit
Labor cost	Rs.5
Manufacturing cost	<u>Rs.4 (25% Variable)</u>
Total cost	Rs.21 per unit

This pizza is readily available in the market at Rs.19 per unit.

Required:

- a. Should the pizza be made or bought from the market?
- b. If the pizza is purchased from the market then the machine can be hired out at Rs.21,000; recommend which one of the alternatives is profitable?

SECTION D: CASE STUDY (15 MARKS)

16. An airline company furnishes you the following information:

Fuel cost required to fly the plane	Rs.7,00,000
Depreciation	Rs.2,00,000
The salaries of crew members, gate attendants and refueling personnel	Rs.1,00,000
Snacks and beverages per passenger	Rs 1,500
Baggage handling costs per passenger	Rs.1,000
Ticket costs	Rs.15,000

Required:

- Break-even point in number of passengers (units)
- Necessary sales volume in Rs and units to provide the desired net income Rs 5,00,000.
- Assume that an airbus 320 normally carries 100 passengers only and the airline's desired income is Rs 5,00,000 as stated in part (b). How much ticket prices would have to be increased in Rs and in percentage?
- Assuming fuel cost increases by Rs.1,50,000 and variable cost by Rs 1,500 per passenger. How many extra tickets need to be sold than in part (b) to maintain the present level of earnings of Rs.5,00,000?

THE END

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Bachelor of Hotel Management (BHM)
Semester - II

Roll.No.....

Subject: Tourism and Hospitality Information System

Course Code: BHM 322

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

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

Tick the *best* answers.

1. _____ not the type of information System.
 - a. Transaction Processing System
 - b. Management Information System
 - c. Decision Support System
 - d. Approach Management System
2. Which one of the following is designed to control the operations of a computer?
 - a. User
 - b. Application Software
 - c. System Software
 - d. Utility Software
3. Which one segment does Bay, Amazon.com belong to?
 - a. C2B
 - b. B2C
 - c. B2B
 - d. C2C
4. Summary transaction data, high-volume data, and simple models are the information input characteristic of:
 - a. MIS
 - b. TPS
 - c. DSS
 - d. None of the above
5. Which one type of data can be stored in the database?
 - a. Image oriented data
 - b. Data in the form of audio or video
 - c. Text, files containing data
 - d. All of the above
6. Organization establishes relationship between:
 - a. People, work and resources
 - b. Customer, work and resources
 - c. People, work and management
 - d. Customer, work and management
7. DSS is most widely used in the _____, analysis in an organization.
 - a. Planning
 - b. Support
 - c. System maintenance
 - d. All of the mentioned above
8. MS Office, Photoshop are the examples of:
 - a. Application Software
 - b. System Software
 - c. Device driver
 - d. Operating System
9. A _____ displays information in visual form, using text and graphics.
 - a. Monitor
 - b. Keyboard
 - c. Printer
 - d. CD
10. _____ is a program that allows user to scan the contents of the Internet to find Web sites or specific information of interest to them.
 - a. World Wide Web
 - b. Electronic mail
 - c. Search engines
 - d. None of the above

11. Which one of the followings is the unauthorized duplication of software or the illegal transfer of data from one storage medium to another?
- a. Computer virus
 - b. Software piracy
 - c. Computer crime
 - d. Malware
12. The object of access that stores the data the is known as _____.
- a. query
 - b. table
 - c. form
 - d. report
13. Firewalls are to protect against:
- a. virus attacks
 - b. unauthorized attacks
 - c. data driven attacks
 - d. fire attacks
14. _____ is a form of marketing that attempts to send its messages directly to consumers, without the use of intervening media.
- a. Advertising
 - b. Multi-Level Marketing
 - c. Ambush marketing
 - d. Direct Selling
15. What is the smallest unit of the information?
- a. A bit
 - b. A byte
 - c. A block
 - d. A nibble

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

Answer any **EIGHT** questions:

1. What is an information system? What are the components of an information system?
2. Define computer hardware. Name the basic hardware components of a computer system.
3. What is an operating system? What are the major functions of an operating system?
4. What is Database Management System? What are the advantages and disadvantages of DBMS?
5. Explain the impact of IT on Management Decision making.
6. Explain B2C and B2B business models of e-commerce with suitable examples.
7. State any five characteristics of DSS.
8. Explain the differences between RAM and ROM.
9. Define the following terms: Cryptography, Encryption & Decryption.
10. What is direct sales? List any four advantages of direct sales.

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

Answer any **THREE** questions:

11. Explain the Contemporary Approaches to Information Systems.
12. What is Decision Support System (DSS)? Explain the various components of Decision Support System (DSS).
13. What is database? Explain the two types of database.
14. What is computer crime? Explain any five different types of computer crime.
15. Define software. Explain the different types of software and their security issues.

SECTION D: CASE STUDY (15 MARKS)

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

A waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a salad, the hot-item printer if it is a hot sandwich or the bar printer if it is a drink. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally

high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen.

Questions:

- a. How would TPS, MIS and DSS help restaurant for decision making?
- b. In the light of the case, describe how customer service will be improved in the restaurant.
- c. In the light of the system, describe the decisions to be made for managerial control and operational control. What information would you require to make such decisions?

THE END

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Bachelor of Hotel Management (BHM)
Semester - II

Subject: Tourism Economics
Full Marks: 100 Pass Marks: 50

Roll.No.....

Course Code: BHM 323

Time: 3:00 Hours

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

Tick the best answers.

- Who is known as classical economist?
 - Alfred Marshall
 - J.M. Keynes
 - Adam Smith
 - None of the above
- Price elasticity of demand for normal goods is:
 - one
 - zero
 - negative
 - positive
- Which one of following expressions represents average product?
 - $AP = TP_n - TP_{n-1}$
 - $AP = TP/Q$
 - $AP = TP * Q$
 - $AP = TP * MP$
- Which one of following statements is correct?
 - Economics is art only
 - Economics is science only
 - Economics is both art and science
 - None of above
- The value of relatively elastic supply is.....
 - greater than one
 - less than one
 - equal to one
 - zero
- What is demand forecasting?
 - Predicting future demand based on past trends
 - Predicting future demand without past trends
 - Both 'a' and 'b'
 - None of the above
- Generally there are types of elasticity of demand:
 - 3
 - 4
 - 5
 - 6
- What causes the shift in demand curve?
 - Change in price of same goods
 - Change in the factors other than price of same product
 - Both 'a' and 'b'
 - None of the above
- The total product of 10th unit of labour is 20 and that of 11th unit of labour is 25, then marginal product of 11th unit of labour is :
 - 1
 - 5
 - 2
 - 7
- Which one of the followings is not the subject matter of macroeconomics?
 - National Income
 - Price
 - Inflation
 - Employment

11. When does new fiscal year in Nepal begin?
- a. 1st Baishak
 - b. 1st Jestha
 - c. 1st Asar
 - d. 1st Shrawan
12. If the income of consumer increased from Rs.15,000 to Rs. 20,000, the demand for goods 'X' falls down from 20 units to 10 units, goods 'X' is
- a. normal
 - b. giffen
 - c. inferior
 - d. all of the above.
13. What is meant by deflation?
- a. Persistent and continuous increase in price level
 - b. Persistent and continuous decrease in price level
 - c. Both 'a' and 'b'
 - d. None of the above
14. Meaning of ceteris paribus:
- a. Other things remaining same
 - b. Change in other factors
 - c. Both 'a' and 'b'
 - d. None of the above
15. Which one expression is used to calculate total revenue?
- a. $TR = P \cdot Q$
 - b. $TP = P + Q$
 - c. $TP = P - Q$
 - d. $TP = P^2 Q^2$

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Subject: Tourism Economics

Full Marks: 100 Pass Marks: 50

Course Code: BHM 323

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 microeconomics? Explain features of microeconomics. [1+4]
2. How tourism industry enhances economic development? [5]
3. Define the word recreation. How recreation and leisure support the growth of tourism sector? [1+4]
4. Explain the concept of individual demand schedule and diagram. [5]
5. Explain features of Tourism Products. [5]
6. What is difference between domestic and international tourism? Explain types of international tourism. [1+4]
7. Define perfect competition market structure. Explain its features. [1+4]
8. Explain about price discriminatory monopoly. [5]
9. Define investment and explain sources of finance in tourism and hospitality. [1+4]
10. Explain tourism multiplier. [5]

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

Answer any **THREE** questions:

11. Define macroeconomics. Explain meaning, scope and significances of macroeconomics. [2+8]
12. Define tourism demand? Explain determination of tourism demand. [2+8]
13. What demand forecasting? Describe the various methods of demand forecasting. [2+8]
14. What is investment appraisal? Explain various methods of investment appraisal. [10]
15. What is meant by monopoly? How price and output determined in a monopoly? [2+8]

SECTION D: CASE STUDY (15 MARKS)

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

Impact of natural calamities in tourism Business

Natural disasters – floods, rains, earthquakes, volcano eruptions, and health related pandemic like COVID-19 – impact immensely the tourism industry of the affected destinations. Over the last many decades, disaster events have affected tourist destinations in many countries around the world. Although disasters have attracted considerable attention in academia, little attention has been paid to the impacts of recurring disasters on the multiyear performance of the tourism industry in a specific country.

The relationship between the performance of the tourism industry and disaster events and examines the spillover effects of disasters on the tourism sector. It also found that tourism sector experienced multiple number disasters. The calamities faced by tourism industry hit hard many variables like national/regional income from tourism, and hotel room occupancy rates, foreign earnings

Natural disaster first directly affects real sector and its impacts spill over the tourism and hotel industry. Recently if look at the impact of COVID-19, this is too panic for tourism industry and for whole economy as well.

Questions:

- a. What will be possible impact of natural disaster in tourism business? [5]
- b. What are the possible solutions to overcome the problems of natural calamities in tourism sector? [10]

THE END

Mid-West University
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Bachelor of Hotel Management (BHM)
Semester - II

Subject: Food Production and Patisserie II
Full Marks: 100 Pass Marks: 50

Roll.No.....
Course Code: BHM 324
Time: 3:00 Hours

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

Tick the best answers.

1. Major source of protein is.....
 - a. Rice
 - b. Meat
 - c. Vegetable
 - d. All of Above
2. Potato falls under.....
 - a. Root
 - b. Fruit
 - c. Bulb
 - d. Tubers
3. Yolk part in Egg is.....
 - a. Yellow
 - b. White
 - c. Shell
 - d. None of above
4. What is the French term for egg?
 - a. Poulet
 - b. Legumes
 - c. Oeuf
 - d. Le Fond
5. Which of the following is a derivative of Espagnol sauce?
 - a. Cocktailsauce
 - b. Demi Glaze sauce
 - c. Mornay sauce
 - d. Cream sauce
6. soup is not thick soup.
 - a. Chowder
 - b. Bisque
 - c. Puree
 - d. Broth
7. Ham generally comes from which part of a pork carcass?
 - a. Hind leg
 - b. Belly
 - c. Shoulder
 - d. Head
8. Skimmed milk consists..... fat content.
 - a. 3.8%
 - b. 2.9%
 - c. 1.8%
 - d. 0.8%
9. Which of the following is hard cheese?
 - a. Mozzarella
 - b. Parmesan
 - c. Cream
 - d. Yak
10. Bouquet garni refers to.....
 - a. Herbs
 - b. Spices
 - c. Mire poix
 - d. Bunch of herbs and spices

11. Preparation time for fish stock is.....
- a. 20 minutes
 - b. 30 minutes
 - c. 10 minutes
 - d. 50 minutes
12. Liaison is.....
- a. Equal quantity of Egg white and cream
 - b. Equal quantity of Egg yolk and milk
 - c. Equal quantity of Egg yolk and cream
 - d. Equal quantity of Egg white and milk
13. Weight of spring chicken is.....
- a. 300 to 400 gm
 - b. 400 to 500 gm
 - c. 500 to 600 gm
 - d. 600 to 700 gm
14. Proving dough refers to.....
- a. Mixing of ingredients
 - b. Kneading
 - c. Baking
 - d. Letting the dough to ferment
15. Crouton can be served as accompaniment of.....
- a. Puree Soup
 - b. Tomato Soup
 - c. Chowder Soup
 - d. Bisque soup

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Subject: Food Production and Patisserie II

Full Marks: 100 Pass Marks: 50

Course Code: BHM 324

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 garnishes and its value for food presentation. [2+3]
2. Explain the different stages of manufacturing cheese. [5]
3. Discuss about storage and nutritive values of egg. [3+2]
4. List out any 10 spices used in professional kitchen. [5]
5. Briefly discuss about the points to be considered while preparing soup. [5]
6. Give details on any 5 derivatives of Tomato sauce. [5]
7. Explain various types of sauce. [5]
8. Define beef. List out its selection criteria. [1+4]
9. Discuss about some Bakery equipments and their uses. [5]
10. What are the faults occur while making bread. [5]

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

Answer any **THREE** questions:

11. Discuss about types of fruits with examples. Also list out the quality signs of fruits [5+5]
12. Give details on Brown stock along with recipe & preparation methods. [3+7]
13. Explain different types of milk. What are the treatments given to milk? [5+5]
14. Briefly explain different cuts of pork. [10]
15. Define bread. Discuss the basic ingredients used while making bread. [2+8]

SECTION D: CASE STUDY (15 MARKS)

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

“Green Valley Resort” is a resort situated at urban area where many guests stay and dine. Most of the selling dishes in “Green Valley Resort” uses milk product in most of the foods and also as a refreshment drink. One of the major problems they are facing is the wastage of milk product as they need to get it from the city area so they have to order it in bulk to reduce the transportation cost. Few guests also complained about the milk products. This issue really is growing bigger every day and the owner is now afraid of the declining business.

Questions:

- a. What would you suggest the owner to do in this case? [5]
- b. Can the reason be anything else than ordering in bulk? If yes, how? If no, how? [5]
- c. Is the low shelf life of the milk products only the reason for this cause? Justify. [5]

THE END

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Bachelor of Hotel Management (BHM)
Semester - II

Roll.No.....

Subject: Food and Beverage Service II
Full Marks: 100 Pass Marks: 50

Course Code: BHM 325
Time: 3:00 Hours

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

Tick the *best* answers.

1. The head of the F&B service Department is.....
 - a. F&B Controller
 - b. Front Office Manager
 - c. General Manager
 - d. F&B Outlet manager
2. The service that is practice in room is known as.....service.
 - a. Gueridon service
 - b. Counter service
 - c. Centralized service
 - d. Buffet service
3. Select the equipment which comes under the crockery.
 - a. A.P spoon
 - b. Soup bowl
 - c. On the rock glass
 - d. Tea pot
4. The late night meal is also known as.....
 - a. Brunch
 - b. Dinner
 - c. Lunch
 - d. Supper
5. Gueridon service is also known as.....
 - a. Movable service
 - b. Self service
 - c. Room service
 - d. Buffet service
6. Chocolate eclairs comes undercourse.
 - a. Appetizer
 - b. Dessert
 - c. Soup
 - d. Main course
7. The meeting of staff which is done by the supervisor before the work starts is termed as:
 - a. Gathering
 - b. De-briefing
 - c. Briefing
 - d. Workshop
8. The people chooses the restaurant for the benefit of.....
 - a. Discount
 - b. Fixed menu
 - c. Quality
 - d. Money
9. The guest who is staying is known as.....
 - a. Walk-in guest
 - b. No-show guest
 - c. In-house guest
 - d. Stay over guest
10. The guest who run away from restaurant without settling his food and beverage bill is known as.....
 - a. Suspicious people
 - b. Skipper
 - c. In-house guest
 - d. VIP Guest

11. Silver service is also known as.....
- a. American service
 - b. Platter service
 - c. Pre-plate service
 - d. All of the above
12. Latakia is a variety of.....
- a. Cigarettes
 - b. Cigar
 - c. Tobacco
 - d. All of the above
13. The person who gives personalized service to VIP, VVIP and CIP guest is.....
- a. Butler
 - b. Guest Executive
 - c. Receptionist
 - d. Room attendant
14. The control tools of F&B Service is.....
- a. KOT/BOT
 - b. Requisition Form
 - c. Bill
 - d. All of the above
15. The French term of appetizer is.....
- a. Hors d oeuvre
 - b. Legumes
 - c. Dessert
 - d. Releve

Mid-West University
Examinations Management Office
Surkhet, Nepal
Chance Examination-2079
Bachelor of Hotel Management (BHM)
Semester - II

Subject: Food and Beverage Service II

Full Marks: 100 Pass Marks: 50

Course Code: BHM 325

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 Butler with its duties and responsibilities.
2. What are the duties and responsibilities of room service manager?
3. Define Gueridon service. What are the works that can be carried out during Gueridon service?
4. Why do people dine out when it's better at home?
5. What do you mean by Suggestive Selling Skills? Explain with its selling process.
6. Define Beverage and classify it with example.
7. Define Tobacco with its types.
8. Define Cigar with its serving process.
9. Define Cigarette. Enlist the famous brand name of Cigarette?
10. What are the attributes of personalize?

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

Answer any **THREE** questions:

11. What do you mean by KOT/BOT and Bill? Draw the specimen of KOT/BOT and Bill.
12. What do you mean by Room Service? Explain with its process.
13. What are considerations that people follow while choosing restaurant?
14. Define Service with its types.
15. Food and Beverage Service is regarded as a one of the second largest revenue generating department of hotel. Justify

SECTION D: CASE STUDY (15 MARKS)

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

ALCOHOLIC BEVERAGE

Any potable liquid containing 2 to 75 % ethyl alcohol by volume is known as alcoholic beverage. There are many members in alcohol family but only ethyl alcohol is used. Some medicines also contain alcohol but they are not considered as alcoholic beverage. The following are the process of obtaining alcoholic beverage:

- a. **Fermentation:** Sugar in fruit or grain is converted into alcohol by the action of yeast. Fermentation is the action of yeast upon sugar in solution, which breaks down the sugar into carbon dioxide and alcohol. The carbon dioxide, a gas, escapes into the air. The alcohol, a liquid remains behind in the original liquid, which thus becomes a fermented beverage.
- b. **Distillation:** The fermented alcoholic mash of fruits or grain is heated. The liquid is heated in enclosed container, to a temperature of at 78.5⁰C. At this temperature the alcohol changes from a liquid to a gas and rises. Alcohol, which evaporates can be trapped and condensed to a liquid by the

process of cooling. Pure alcohol i.e. Grain Natural Spirit (GNS) is obtained from this process. It has no color, taste or smell. Spirit is a potable alcoholic beverage obtained from the distillation of any fermented alcoholic contained liquid.

Questions:

- a. Define alcoholic and non-alcoholic beverage with its example.
- b. Define fermentation beverage with its example.
- c. Define distilled alcoholic beverage with its example.

[5]
[5]
[5]

THE END