

MID-WESTERN UNIVERSITY  
EXAMINATIONS MANAGEMENT OFFICE  
MAKE UP EXAMINATION 2077  
BACHELOR OF HOTEL MANAGEMENT (BHM)  
SEMESTER – II

Roll. No.....

Subject: Tourism and Hospitality Information System  
Full Marks: 100      Pass Marks: 50

Course Code: BHM 322  
Time: 3:00 Hours

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

*Tick the best answers.*

1. Which of the following can store information in the form of microscopic pits on metal disks?
  - a. Laser disks
  - b. Tape cassettes
  - c. RAM cartridge
  - d. Punched cards
2. Control Unit of a digital computer is often called the \_\_\_\_\_.
  - a. Clock
  - b. Nerve center
  - c. ICs
  - d. All of the above
3. Field size, format, input mask, caption, and default values are \_\_\_\_\_.
  - a. Key elements
  - b. Field properties
  - c. Navigating modes
  - d. Data types
4. \_\_\_\_\_ are used to record day to day business transactions of the organization.
  - a. MIS
  - b. TPS
  - c. DSS
  - d. None of the above
5. \_\_\_\_\_ 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
6. \_\_\_\_\_ is a criminal activity involving the information technology infrastructure.
  - a. Digital crime
  - b. Intellectual property
  - c. Cyber crime
  - d. All of the above
7. Which of the following is a computer program designed to invade secretly the systems or modify the way in which they operate or alter the information they store?
  - a. Computer virus
  - b. Software piracy
  - c. Malware
  - d. Spam
8. The maximum text field size in Access is \_\_\_\_\_.
  - a. 50
  - b. 10
  - c. 256
  - d. 255
9. \_\_\_\_\_ is a photoelectric scanner that reads the bar codes, or vertical zebra-striped marks, printed on product containers.
  - a. Image Scanner
  - b. Bar code reader
  - c. Trackball
  - d. None of the above
10. \_\_\_\_\_ is a computer program designed to help the user in performing a certain type of work.
  - a. Operating system
  - b. Utility program
  - c. Application software
  - d. None of the above
11. The primary memory of a personal computer consists of \_\_\_\_\_.
  - a. RAM only
  - b. ROM only
  - c. Both RAM and ROM
  - d. None of the above
12. \_\_\_\_\_ is the illegal copying, distribution, or use of software.
  - a. Encryption
  - b. Software piracy
  - c. Disaster Recovery
  - d. None of the above
13. \_\_\_\_\_ is the act of breaking into a computer system, often on a network.
  - a. Hacking
  - b. Cracking
  - c. Encryption
  - d. None of the above

14. Which field type will you select if you need to enter long text in that field?
- a. Text
  - b. Memo
  - c. Currency
  - d. Hyperlink
15. Which of the following is not a type of MS Access database object?
- a. Table
  - b. Form
  - c. Worksheets
  - d. Modules

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SEMESTER – II

Subject: Tourism and Hospitality Information System  
Full Marks: 100 Pass Marks: 50

Course Code: BHM 322  
Time: 3:00 Hours

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

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

Answer any eight questions.

1. Discuss the role of Management Information System (MIS) in business. [5]
2. What is input device? List the functions of input devices. [1+4]
3. Define Relational Database Management System. List the basic objectives of RDBMS. [1+4]
4. What are the basic components of CPU? [5]
5. What is a computer crime? List the reasons for computer crime. [1+4]
6. Write the meaning of computer software. Discuss the two types of computer software. [1+4]
7. Describe the concept of Internet. Mention the important role of using internet in tourism business today. [1+4]
8. What is e-Commerce? What are the major tasks of e-Commerce? [1+4]
9. Discuss about Transaction Processing System. [5]
10. Explain the type of computer memory. [5]

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

Answer any three questions.

11. Briefly explain the resources of an information system. [10]
12. Write the meaning of Database Management System. How does DBMS work? [2+8]
13. What is Intellectual Property Theft? What are the legal consequences of Intellectual Property Theft? [2+8]
14. Why do big companies still fail in their use of information technology? What should they be doing differently? [5+5]
15. What are the attributes of Decision Support System (DSS)? Explain the benefits of DSS. [5+5]

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

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

Sudesh and Company, with four plants, sixteen assembly departments, eighteen cloth-cutting centers and more than 200 machines centres has installed an integrated information system.

The operations are characterized by a nationwide distribution network. The project moves through 38 branch offices and 312 authorized distributors all of which maintain some inventory. Authorized distributors generate 37 percent of the orders but account for only 24 percent of the sales. Most of the business is done through the branch office.

The product line is large, products are classified into 176 family groups, representing 12,000 finished goods. Approximately 1,500 new items enter the product line annually and a similar number are discontinued.

The 12,000 finished goods require 25,000 components, of which 6,600 are carried in inventory and 18,400 are made to order. The integrated system has already paid substantial dividends and refinements continue to increase the benefits. In the seventies, Sudesh and Co. was achieving a 60% customer service level (i.e 60% of the orders were being delivered according to original customer request with no delays or adjusting of dates). The sales/inventory ratio was a respectable 4.2%. However, the production cost variance averaged 16.3%. Clerical expenses ran up to 36% of sales.

This was not good enough in a highly competitive business. Since the primary asset a company has (in addition to high quality reliable products) is customer service, an improvement in customer service was given top priority.

Three areas of cost control were also giving high priority. They are production cost, distribution cost and clerical cost.

A computerized integrated management information and control system was introduced. By the early eighties, performance in the following four areas such as customer service, inventory turnover, production cost variance and clerical expense greatly improved. Of late, the company realized that they should enter into custom manufacturing, as its initial mass production techniques has pushed it into standardized products, long product life cycles.

Custom manufacturing uses state-of-the-art information technology to produce and deliver products. It takes information from the customer and apply it behind the scenes to control the flow of goods.

#### Questions:

- a. Are you impressed with the improvement in customer service, inventory turnover, production cost variance and clerical expenses? Justify your answer. [5]
- b. How could custom-manufacturing change the way the company in its business did? [5]
- c. Which activity area were the focuses of MIS operational control, management control or strategic planning? Do you agree to the emphasis? [5]

**THE END**

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SEMESTER – II

Subject: Housekeeping Operation II  
Full Marks: 100 Pass Marks: 50

Roll. No.....  
Course Code: BHM 326  
Time: 3:00 Hours

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

Tick the best answers.

1. Which one of these is not a flower?
  - a. Rose
  - b. Asters
  - c. Ferns
  - d. Hibiscus
2. Which flower arrangement is best suited for a reception counter or desk?
  - a. Vertical arrangement
  - b. Minimal arrangement
  - c. Crescent arrangement
  - d. None of the above
3. Which one of the following types of the floor is the most durable?
  - a. Hard floors
  - b. Parquet floors
  - c. Linoleum floors
  - d. Asphalt floors
4. An example of indoor garden is.....
  - a. rock garden
  - b. water garden
  - c. hydroponic garden
  - d. formal garden
5. During a busy dinner period, a busser dropped a tray with four full pitchers of water. Which of the following carpet problems could result if the spill is not attended to promptly?
  - a. pile distortion
  - b. wicking
  - c. fading
  - d. pilling
6. The number of linen sets that should be available for each guestroom is known as.....
  - a. stock
  - b. par
  - c. minimum level
  - d. maximum stock
7. A valet is a staff of laundry who.....
  - a. cleans guest clothes
  - b. collects and delivers guest clothes
  - c. irons the linen
  - d. sorts the damaged linen
8. Which one of the followings is the agent used as a thinner for paints and varnishes?
  - a. Turpentine
  - b. Paraffin
  - c. Vinegar
  - d. Ammonia
9. After laundering, linens should rest on storage shelves for..... hours
  - a. 8 hrs
  - b. 16 hrs
  - c. 24 hrs
  - d. 48 hrs
10. Perchloroethylene is a chemical used during.....
  - a. washing
  - b. ironing
  - c. dry cleaning
  - d. all of above
11. An authorization letter is required from.....department to issue uniform to new employee.
  - a. account
  - b. housekeeping
  - c. front office
  - d. human resource
12. Which one of the followings is not a classification of stain?
  - a. Rust stain
  - b. Mineral stain
  - c. Vegetable stain
  - d. Animal stain

13. Uniform must be stored as per the .....
- a. department, designation and serial number
  - b. hierarchy
  - c. position
  - d. staff category
14. Which one of them is the other name for on premises laundry?
- a. Commercial
  - b. In-house
  - c. Off the site
  - d. Combined
15. Operating budget refers to the budget for.....
- a. daily requirement
  - b. long term requirement
  - c. furniture
  - d. linen

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

*Answer any eight questions.*

1. Define linen and explain the types of linen. [5]
2. Determine the productivity standard to clean a guest room. Given, [5]  
Shift hours –9 hours  
Tea/Coffee breaks – 15 minutes  
Lunch break - 30 minutes
3. Write down the advantage and disadvantage of on-premises and off- premises laundry. [5]
4. Explain the process of dry cleaning. [5]
5. What are the uses of greenhouse? Mention the tools used in green house. [5]
6. Explain the different types of flower arrangement. [5]
7. What is meant by uniform? Write down the issue and exchange procedure of new employees' uniform. [5]
8. Define budget. Explain the different types of budget. [5]
9. Write shot notes on: [2.5+2.5]  
a. Ikebana b. Par Stock
10. Mention about the tools used in housekeeping department of five star hotels. [5]

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

*Answer any three questions.*

11. What is a linen room? Explain about the location and functions of linen room. [2+8]
12. Draw the neat layout of laundry and explain the flow process of laundry. [10]
13. What are different types of stain? Mention any three types of stain and their removal. [10]
14. Explain uniform with its importance. Write down the points which is used to selecting uniform. [10]
15. Define carpet and explain construction of carpet. Write down the care and maintenance of carpet. [10]

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

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

Hotel Country Villa, Nagarkot is a Five- star deluxe property with 200 exclusive rooms. Each floor of the hotel has rooms depicting a particular theme. For instance, the first floor depicts the 'desert' in all its guestrooms as well as the guest corridor. Executive housekeeper, Samana Maharjan has been facing operational problems with the staff turnover in the department being very high. The staffs on roll also are not regular citing health reasons such as back and knee problems. Each GRA operates on a room quota of average 20 rooms per day and is allotted 20 minutes service a guestroom. Samana calls for a meeting of all managerial and supervisory staff of her department to discuss the issue.

**Questions:**

- a. Where is the house keeping team going wrong? [5]
- b. What suggestions would you given as a supervisor make to tackle the problems faced by the department? [5]
- c. Suggest a few ways of motivating the staff at Country Villa. [5]

**THE END**

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SEMESTER – II

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

Roll. No.....

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 Manager
  - b. Captain
  - c. Executive chef
  - d. F&B Controller
2. The service that is practice in room is known as.....service.
  - a. centralized service
  - b. buffet service
  - c. gueridon service
  - d. counter service
3. Select the equipment which comes under the crockery.
  - a. A.P Spoon
  - b. On the rock Glass
  - c. Soup bowls
  - d. Tea pot
4. The late night meal is also known as.....
  - a. brunch
  - b. lunch
  - c. dinner
  - d. supper
5. Gueridon service is also known as.....
  - a. movable service
  - b. room service
  - c. self service
  - d. buffet service
6. Crepes Suzette comes under the .....course.
  - a. main course
  - b. appetizer
  - c. soup
  - d. dessert
7. The meeting of staff which is done by the supervisor before the work starts is termed as:
  - a. Briefing
  - b. Debriefing
  - c. Gathering
  - d. Workshop
8. The people choose the restaurant for the benefit of.....
  - a. discount
  - b. money
  - c. fixed menu
  - d. quality
9. The guest who is staying in hotel is known as:
  - a. Walk-in guest
  - b. In-house guest
  - c. Customer
  - d. Stay over guest
10. The meal which is consumed between the time of breakfast and lunch is termed as:
  - a. Supper
  - b. Dinner
  - c. Brunch
  - d. Hi-tea
11. Silver Service is also known as.....
  - a. American
  - b. Gueridon
  - c. Russian
  - d. All of the above
12. Carte du jour in English means:
  - a. Soup of the day
  - b. Dish of the day
  - c. Menu of the day
  - d. All of the above



13. Service is non perishable:

- a. False
- b. True

- c. Somewhat
- d. None

14. Bolivar is a famous brand of .....

- a. Within
- b. Cigar

- c. Before
- d. None of the above

15. Latakia is a variety of.....

- a. Cigarettes
- b. Tobacco

- c. Cigar
- d. All of the above

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

*Answer any eight questions:*

1. Mention the different F&B outlets & services of five star properties. [5]
2. Explain the types of Alcoholic beverages with examples. [5]
3. Define room service. Explain its process. [2+3]
4. Define Product and Service with its differences. [5]
5. Define Gueridon Service. What are the different types of trolley used in F&B Department? [2+3]
6. What are the attributes of Butler Service? [5]
7. Define Meal with its types. [5]
8. Write down the different between Cigarette and Cigar with its each brand name. [5]
9. Explain beer and its types. [5]
10. Define Bill and mode of payment in F&B outlet. [5]

**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. [4+6]
12. Define wine. Explain in detail about service of Wine. [2+8]
13. Food & Beverage Service is regarded as the second largest revenue generating department of Hotel. Justify. [10]
14. Define coffee with its types. [10]
15. Define Beverage and classify it with examples. [10]

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

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

**UNDERSTANDING NEEDS OF CUSTOMERS**

You probably may think about what your customers need - what kind of food, what kind of atmosphere, what kind of lighting - all sorts of things that would please your customers. So, what do your customers need? Good food, sure! The lowest price may be. But remember one thing; your customers want more – a lot more. When you focus solely on cost, you will be missing the chance to address other concerns of your customers. Your customers want to hear, “How are you?” or “Welcome to ....” Cultivating a good relation with the customers can be a process that develops over a period of time. When a customer has a pleasant experience at your restaurant for the first time, your relationship will grow better. Therefore, a good service is the first priority in hospitality sector.

**Questions**

- a. Being a host at a restaurant, how would you understand the customers' need? [5]
- b. Why is it necessary to develop close relationship with your customers? [5]
- c. “Customers visit your restaurant for food but they will come again and again for food.” Justify this statement. [5]

**THE END**

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SEMESTER – II

Roll. No.....

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

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. Pasteurization of milk is done at .....
  - a. 100 degree Celsius
  - b. 72 degree Celsius
  - c. 85 degree Celsius
  - d. 68 degree Celsius
2. Carrot falls under:
  - a. Root vegetable
  - b. Tubers
  - c. Fruit vegetables
  - d. None of above
3. French term for egg is.....
  - a. Oeuf
  - b. uovo
  - c. dan
  - d. huevo
4. Which one of the followings has the richest fat content?
  - a. Whole milk
  - b. Condensed milk
  - c. Skimmed milk
  - d. Semi skimmed milk
5. Brunoise refers to.....cuts of vegetable.
  - a. thin stripe
  - b. 1mm small cube
  - c. 5mm cube
  - d. small dice
6. Which of the flowing is not regarded as herbs?
  - a. Basil
  - b. Rosemary
  - c. Thyme
  - d. Coriander seed
7. Favorable storage temperature for fruits and vegetable is.....
  - a. 0 to 3 degree Celsius
  - b. 5 to 10 degree Celsius
  - c. -5 degree Celsius
  - d. 0 to - 18 degree Celsius
8. The edible seeds of certain legumes are called.....
  - a. pulses
  - b. cereals
  - c. vegetables
  - d. beans
9. What is the French term for stock?
  - a. Oeuf
  - b. Fromage
  - c. Legumes
  - d. Fond
10. Which of the following is a derivative of Bechamel sauce?
  - a. Demi Glaze
  - b. Mornay
  - c. Madeira
  - d. Diable
11. Roux is not the thickening agent of ..... soup
  - a. cream
  - b. puree
  - c. veloute
  - d. none of above
12. The age of Lamb is.....
  - a. more than 1 year
  - b. less than 1 year old
  - c. 8 – 10 months old
  - d. 18 months old

13. Chateaubriand of beef comes from.....
- a. Rump
  - b. Shoulder
  - c. Tenderloin
  - d. Flank
14. Bacon generally comes from..... Part of pork.
- a. belly
  - b. shoulder
  - c. hind leg
  - d. fore leg
15. .... produces Carbon Dioxide while making bread.
- a. Yeast
  - b. Sugar
  - c. Flour
  - d. Butter

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

*Answer any eight questions:*

1. Describe the importance of good texture in food. [5]
2. Explain the types of vegetables. [5]
3. Discuss the various milk treatment processes. [5]
4. Name any 5 animal fats used in cooking and explain them. [5]
5. Define cheese. Mention few examples of hard and soft cheese. [1+4]
6. Explain the structure of egg. [5]
7. What are the guidelines of preparing quality stock? [5]
8. Explain the classification of sauce. [5]
9. Discuss the principle of baking. [5]
10. Give some details on ham along with its culinary uses. [5]

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

*Answer any three questions:*

11. Define milk. What are the different types of milk? Explain. [2+8]
12. How are fruits classified? Mention with examples. [3+7]
13. Explain the various types of soup. Prepare recipe and preparation methods of Crème de Tomato. [2+8]
14. Define Beef and Veal. Briefly explain any 10 different cuts of beef. [2+8]
15. Discuss about faults in bread making. Explain its causes. [7+3]

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

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

“Revolution” is an Indian restaurant in town. The restaurant was doing exceptionally good in last 20 years of operation but in recent years the food quality is decreasing dramatically. When talked to the Executive Chef, his clarification was that the quality of the raw ingredient he is receiving is not up to the mark so the final food product is lacking consistency and taste. Supplier says that he supplies what he gets from the market. The situation is degrading everyday as the regular guests have stopped coming to “Revolution” gradually which is resulting in big loss every month.

**Questions:**

- a. What might be the main reason behind this situation? [5]
- b. Can there be any other possible reason than what the Chef and supplier have mentioned? Clarify. [5]
- c. What are the plans that can be made and executed to take “Revolution” on the same previous height? [5]

**THE END**

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SEMESTER – II

Roll. No.....

Subject: Tourism Economics

Full Marks: 100 Pass Marks: 50

Course Code: BHM 323

Time: 3:00 Hours

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

*Tick the best answers.*

1. What must be for demand in economics?
  - a. Desire
  - b. Willingness to pay
  - c. Ability to pay
  - d. All of above.
2. Cross demand for complementary goods is .....
  - a. positive
  - b. zero
  - c. negative
  - d. none of above
3. Demand function is ..... relationship between demand and factors affecting tourism demand.
  - a. mathematical
  - b. functional
  - c. technical
  - d. all 'a', 'b' and 'c'
4. What is meant by inflation?
  - a. The continuous and persistence increase in price level
  - b. The continuous and persistence increase in price
  - c. Both 'a' and 'b'
  - d. None of above
5. What do you mean by consumption?
  - a. Destroying utility
  - b. Creating utility
  - c. Exchange of goods
  - d. Transfer
6. Which of the followings is the scope of microeconomics?
  - a. Price
  - b. Employment
  - c. Inflation
  - d. Income
7. Which one of the followings is investment appraisal method of public sector?
  - a. Average Rate of Return
  - b. Payback Period
  - c. Net present value
  - d. All of above
8. The number of mountains that are located in Nepal and having height more than eight hundred are .....
  - a. 8
  - b. 4
  - c. 14
  - d. 6
9. The source of Capital in Public Enterprises is.....
  - a. tax revenue
  - b. bank loan
  - c. personal savings
  - d. none of above
10. Which one of the followings is not the determinant of supply?
  - a. Price of inputs
  - b. Population
  - c. Government policy of tax and subsidy
  - d. No. of sellers
11. Which is not an agency related to tourism and hospitality in Nepal?
  - a. Nepal Association of Travel and Tour Agency
  - b. Nepal Tourism Board
  - c. Ministry of Women, Children and Youth
  - d. Ministry of Tourism
12. How much is the average staying day of tourist in Nepal?
  - a. 13 days
  - b. 10 days
  - c. 5 days
  - d. 3 days

13. The full form of TSA is .....
- a. tourism satellite account
  - b. transformation security administration
  - c. technology students association
  - d. none of above
14. Which is not scope of economics?
- a. Tourism
  - b. Production
  - c. Consumption
  - d. Distribution
15. The study areas of Tourism Economics are all except.....
- a. recreation and leisure
  - b. pilgrimage
  - c. adventure
  - d. politics

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

*Answer any eight questions.*

1. What is meant by tourism economics? Distinguish tourism economics from pure economics. [1+4]
2. Define demand function with the help of schedule and curve. [5]
3. Explain its importance of macroeconomics in tourism business. [5]
4. Distinguish between Natural and Artificial Tourism Resources. Which resource do you think is important and Why? [3+1+1]
5. Explain the major features of Tourism Products. [5]
6. Distinguish between domestic and international tourism. Explain types of international tourism. [2+3]
7. Define absolute monopoly. Explain the features of absolute monopoly. [1+4]
8. Mention importance of tourism business in the context of your country. [5]
9. Define investment and explain sources of finance in tourism and hospitality. [1+4]
10. Explain the tourism multiplier. [5]

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

*Answer any three questions.*

11. Distinguish between microeconomics and macroeconomics. Explain the meaning, scope and significance of microeconomics. [2+8]
12. Define tourism industry. Discuss the contribution of tourism and hospitality industry in national economy of Nepal. [2+8]
13. Define supply function. Explain movement along supply curve and shift in supply curve. [2+8]
14. Explain various methods of investment appraisal in public and private tourism and hospitality sectors. [10]
15. What is meant by perfect competition? How are price and output determined in a perfect competition market structure? [2+8]

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

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

**Impact of COVID-19 on Global Tourism Industry**

From spring breaks to summer holidays, the corona virus pandemic has disrupted travel plans globally as lockdown measures keep much of the world's population at home during some of the peak seasons for traveling. To limit the spread of Covid-19, more than 200 countries and territories worldwide have imposed measures that restrict or deter people from entering their respective borders, according to a report released last week by the United Nations World Tourism Organization. "Never before in history has international travel been restricted in such an extreme manner," the report by UNWTO read. From flight suspensions to border closures, the massive shutdown has cost countries billions of tourism dollars, airlines are running out of money and millions of people have lost their jobs — turning the tourism industry into one of the largest casualties of the corona virus outbreak.



### Measures that restrict travel

Travel restrictions around the world became more stringent as more cases of Covid-19 were reported, according to the UNWTO report. There were four broad categories of restrictions, according to the report. Of a total of 217 destinations,

- 97 destinations (or 45%) implemented total or partial border closures;
- 65 countries and territories (or 30%) suspended flights totally or partially;
- 39 locations (or 18%) enforced border closures aimed at a specific group of destinations;
- 16 countries and territories, or the remaining 7%, implemented other measures such as requiring visitors to quarantine.

UNWTO said that as of April 20, none of those destinations have lifted any measures to ban, limit or deter visitors — and in some cases, residents — from entering their borders.

### Reduced commercial flights

One effect of those limitations on travel is the reduction in the number of commercial flights. The average number of commercial flights per day fell from more than 100,000 in January and February this year to around 78,500 in March and 29,400 in April, according to data by Flightradar24, a website that tracks flights globally. Such a decline has led airlines to ground a large proportion of their fleet, resulting in many running into financial difficulties.

Some governments have stepped in to offer a lifeline for those struggling. They include:

- The U.S. Treasury Department reaching an agreement with airlines including American, Delta and United for billions of dollars in government grant;
- French and Dutch governments saying they would provide up to 11 billion euros (\$12.03 billion) in financial aid to Air France-KLM;
- Singapore's government working with the private sector to provide up to 19 billion Singapore dollars (\$13.42 billion) of funding to flagship carrier, Singapore Airlines.

### Hotel occupancy drops

In addition to airlines, hotels have also been hit by the reduction in travel. Hotel rates fell across all regions in March, according to data by STR, an analytics firm that tracks the hospitality sector. It came as several major hotel chains announced layoffs and reduction in wages. Marriott and Hilton, some of world's largest hotel chains, have furloughed thousands of employees. Other companies in the industry, such as online traveling platform Expedia Group, announced in late February that it was cutting 3,000 jobs. Meanwhile, travel site Booking Holdings — which has 27,000 employees — said it was on a hiring freeze.

### Millions of jobs lost

The tourism industry contributes around 10.3% of global gross domestic product and generates roughly one in four of the world's new jobs over the past five years, according to World Travel and Tourism Council, which represents private companies in the industry. The tourism industry contributes around 10.3% of global gross domestic product and generates roughly one in four of the world's new jobs over the past five years, according to World Travel and Tourism Council, which represents private companies in the industry. But the sudden halt in global travel due to the pandemic would result in more than 100 million job losses this year, according to an analysis by WTTC. That would contribute to an estimated \$2.7 trillion decline in travel and tourism GDP in 2020, the analysis showed. "This is a staggering and deeply worrying change in such a short time," Gloria Guevara, the council's president and chief executive, said in an April statement. "The whole cycle of tourism is being wiped out by the pandemic."

### Questions:

- a. How did COVID -19 impacted Global tourism industry? [5]
- b. How is Nepalese tourism industry is affected by COVID-19? [5]
- c. Supply your ideas for accelerating tourism business amid COVID-19 pandemic. [5]

THE END

MID-WESTERN UNIVERSITY  
EXAMINATIONS MANAGEMENT OFFICE  
MAKE UP EXAMINATION 2077  
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. Which one of the followings is not a function of accounting?
  - a. Reporting the financial results of a business
  - b. Upgrading the quality of products
  - c. Formulating plans for a firm
  - d. Evaluating performance
2. According to which one concept the owner is considered to be different from the business?
  - a. Business Entity concept
  - b. Money measurement concept
  - c. Going concern concept
  - d. Accounting Period Concept
3. What is Margin of Safety if Sales is 20,000 units and B.E.P is 15,000 units?
  - a. 35,000 units
  - b. 5,000 units
  - c. Rs.5,000
  - d. Rs.35,000
4. Patents, Copyrights and Trademarks are.....
  - a. current assets
  - b. fixed assets
  - c. intangible assets
  - d. investments
5. An example of cash flow from investment activity is.....
  - a. receipt of cash from the issuance of share capital
  - b. payment of cash to refund loan
  - c. receipt of cash from the sale of equipment
  - d. payment of cash to suppliers for inventory
6. Which of the following is not a loan?
  - a. Motor Vehicle
  - b. Loan to buy Equipment
  - c. Debenture
  - d. Account Payable
7. Internal user of financial information includes all of the following except:
  - a. Employee
  - b. Manager
  - c. Creditors
  - d. Board of Directors
8. Which of the following is not 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 20% trade discount. Its list price is Rs 1 000. What is the sale price?
  - a. Rs.200
  - b. Rs.800
  - c. Rs.1 000
  - d. Rs.1 200
10. Cost which is changed in proportion to level total volume is.....
  - a. fixed cost
  - b. variable cost
  - c. total cost
  - d. infeasible cost

11. Cost accounting emerged mainly on account of.....
- a. statutory requirements
  - b. competition in the market
  - c. labor unrest
  - d. limitations of financial accounting
12. Determine sales in rupees for desired profit if fixed cost is Rs 10,000, Variable cost is Rs 30,000, Sales is Rs 50,000 and desired profit is Rs 5,000.
- a. Rs.73,500
  - b. Rs.75,000
  - c. Rs.5,000
  - d. Rs.37,500
13. Which is not a cash activity listed on the cash flow statement?
- a. Operating Activities
  - b. Purchasing Activities
  - c. Investing Activities
  - d. Financing Activities
14. Contribution margin ratio is.....
- a. total contribution margin / sales
  - b. sales / contribution margin per unit
  - c. fixed cost / contribution margin per unit
  - d. sales / variable costs
15. Margin of safety is a term best described as the excess of.....
- a. contribution margin over fixed expenses
  - b. total expenses over the breakeven point
  - c. sales over the breakeven point
  - d. sales over total costs

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SEMESTER – II

Subject: Accounting for Financial Decision Making and Control

Course Code: BHM 321

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

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

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

Answer any eight questions.

1. Explain the meaning and objectives of cost accounting. [1+4]
2. Differentiate between financial and cost accounting. [5]
3. Write a short notes: [2.5+2.5]
  - a. Business entity concept of accounting
  - b. Relevant and Irrelevant Cost
4. Explain the major and minor revenue generating department of hotel with examples. [2.5+2.5]
5. A hotel furnishes the following information.
  - i) **Sales**

Rooms	Rs. 8,50,000
Restaurant	Rs. 6,25,000
Bar	Rs. 400,000
  - ii) **Cost of sales**

Rooms	Rs. 1,75,000
Restaurant	Rs. 1,25,000
Bar	Rs. 80,000
  - iii) **Salaries and Administrative exp**

Rooms	Rs. 2,50,000
Restaurant	Rs. 2,00,000
Bar	Rs. 90,000
  - iv) **Repairs and Renewals.**

Rooms	Rs. 200,000
Restaurant	Rs. 50,000
Bar	Rs. 30,000
  - v) **Other Expenses.**

Gas and Electricity	Rs. 90,000
Rent and Rates	Rs. 120,000
Interest	Rs. 60,000
Miscellaneous Expenses	Rs. 100,000

**Additional information:**

- The proportion of using gas between Rooms, Restaurant and Bar is 1:2:3
- Interest expenses are related to Restaurant department only.
- Miscellaneous expenses are 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 importance and assumption of cost volume profit analysis. [5]

7. The following are the operating result of a company for the last two periods are as follows.

Period	Total Sales	Profit
I Half year	Rs 4,00,000	Rs.50,000
II Half year	Rs.6,00,000	Rs.1,00,000

Required: i) Annual Fixed Cost.

ii) Breakeven point (BEP)

8. State the limitation of Management Accounting. [3]

9. Prepare guest ledger on the basis of following information: [2]

Allowance given by the hotel Rs. 8,000 [5]

Beauty parlor Rs 200

Fresh juice Rs. 700

Mini bar Rs. 3500

Dinner Rs. 5,000

Beer for Rs. 3,000

Laundry services Rs. 500

Lunch Rs. 3,000

Room rent total Rs 19,000

Required: Guest ledger.

10. A company has supplied the following extracts of balance sheet: [5]

Particular	2069	2070
Plant and machinery (net) .....	2,50,000	4,00,000
Land and building.....	5,00,000	7,00,000
Investment.....	1,00,000	40,000

Additional information:

Depreciation on plant and machinery charged during the year amounted Rs.40, 000.

A part of machinery costing Rs.50,000 with accumulated depreciation of Rs.10,000 sold at a loss of Rs. Rs.10,000.

Required: Cash from investing activities. [5]

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

Answer any three questions:

11. A Hotel has supplied the following comparative balance sheets to you:

Balance sheet

Liabilities	2017	2018	Assets	2017	2018
Share capital	10,00,000	14,00,000	Plant and Equipment	12,00,000	16,00,000
Share premium	100,000	120,000	Stock	100,000	200,000
Sundry Creditors	100,000	80,000	Account receivables	200,000	150,000
Bills payables	200,000	300,000	Cash	200,000	300,000
P/L account	200,000	300,000	Bills receivables	100,000	50,000
Debentures	200,000	100,000			
	18,00,000	23,00,000		18,00,000	23,00,000

Additional information:

a. Sales for the year Rs 10,00,000

b. Cost of goods sold Rs.700,000

c. Operating expenses Rs.160,000 including depreciation on plant and equipment Rs.300,000

d. A plant costing Rs.40,000 has been sold for Rs.60,000

e. Plant purchased Rs.470,000

f. Dividend paid Rs.40,000.

g. Debentures were redeemed at a premium of Rs.20,000.

Required: Cash flow statement. [4+3+2+1]

12. Following income statement of a Restaurant are given to you

Particulars	Food A	Food B	Food C	Total
Sales	Rs.10,000	Rs. 15,000	Rs. 25,000	Rs. 50,000
Less: Variable cost	6,000	8,000	12,000	26,000
Contribution Margin	4,000	7,000	13,000	24,000
Less: Fixed cost	5,000	1,500	2,500	9,000
Net Profit (Loss)	(1,000)	5,500	10,500	15,000

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

- Required:**
- Should the restaurant drop or continue the Food "A"? [5]
  - What other qualitative factors is to be considered before taking such decision? [5]

13. a. Classify the cost on the basis of behavior. [5]  
b. Write short note on City ledger. [5]

14. 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	Rs.4 (25% Variable)
Total cost	Rs.21 per unit

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

- Required:**
- Should the Pizza be made or bought from the market. [6]
  - If the Pizza is purchased from the market then the machine can be hired out at Rs.21, 000. Recommend which of the alternatives is profitable. [4]

15. Elaborate the uses and weaknesses on ratio analysis of financial statement. Also briefly describe on types of ratios. [4+3+3]

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

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

The management of Nepal Airline Corporation is willing to operate Airbus 320 between Kathmandu and Osaka.

The following information regarding flight operation has been gathered.

Fuel cost required to fly the plane	Rs.14, 00,000
Depreciation	Rs.1, 00,000
Salaries of crew members, gate attendants and refueling personnel	Rs.5, 00,000
Snacks and beverages per passenger	Rs 2,500
Baggage handling costs per passenger	Rs.1, 000
Ticket Costs	Rs.16, 000

**Required:**

- Break-even point in number of passengers (units). [4]
- Necessary sales volume in Rs or units to provide the desired net income Rs 7, 00,000. [3]
- Assume that Airbus 320 normally carries 180 passengers only and Airline's desired income is Rs 7, 00,000 as stated in part (b) by how much ticket prices would have to be increased in Rs and in percentage. [4]
- Assuming Fuel cost increases by Rs.60, 000 and variable cost by Rs 1,000 per passenger how many extra tickets need to be sold than in part (b) to maintain the present level of earnings Rs. 7, 00,000. [4]

THE END