

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

Roll.No.....

Subject: Human Resource Management and Organizational Behavior
Full Marks: 100 Pass Marks: 50

Course Code: BHM 331
Time: 3:00 Hours

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

Tick the best answers.

- The stage which relates to development of decision making abilities, interpersonal and technical competencies is known as:
 - Storming
 - Norming
 - Forming
 - Worming
- What is human factor?
 - Micro and macro issues of socioeconomic factor.
 - Interrelated Physiological, Psychological and Socio-ethical aspects of human being.
 - The entire concept of human behavior
 - None of the above.
- Which is the least expensive method for recruitments?
 - Walk - ins, write - ins and talk - ins
 - Campus placements
 - Employment exchanges
 - Consultants
- A study of the culture and practices in different societies is called:
 - Personality
 - Anthropology
 - Perception
 - Attitude
- In present context, challenges for OB are:
 - Employee expectation
 - Workforce diversity
 - Globalization
 - All of the above
- _____ explains how and why people react when they feel unfairly treated.
 - Equity Theory
 - Expectancy theory
 - Goal attain theory
 - Goal setting Theory
- Which of the following theory led the experiments performed by Ivan Pavlov?
 - classical conditioning
 - operant conditioning
 - social learning
 - behavior shaping
- What do you understand by the written record of duties, responsibilities, and conditions of a job?
 - Job enrichment
 - Job ranking
 - Job enlargement
 - Job description
- Most of the learning that takes place in the class room is:
 - Classical conditioning
 - Operant conditioning
 - Cognitive learning
 - Social learning

10. -----is the attractiveness of the members towards the group or resistance to leave it.
- a. Group norms
 - b. Group behavior
 - c. Group cohesiveness
 - d. Group structure
11. A job analyst's task is to:
- a. prepare job description
 - b. integrate development activities
 - c. develop compensation plans
 - d. advise management
12. strives to have right number & right kind of people at the right place & at the right time.
- a. Human Resource Acquisition
 - b. Human Resource Planning
 - c. Human Resource Development
 - d. Human Resource Planning
13. Which human resource management development stage is described by the following? The human being or resource becomes a strategic resource, and human resource management becomes part of strategic enterprise management.
- a. PM
 - b. HRM
 - c. IHRM
 - d. SHRM
14. How has HRM become one of the highly focused jobs?
- a. It focuses on obtaining as well as maintaining a satisfied workforce.
 - b. It results in maximum output with the increased customer satisfaction.
 - c. It promotes group satisfaction with individual development.
 - d. Optimum utilization of manpower by motivation and improving efficiency.
15. Organizational behavior focuses at three Levels they are.....
- a. Individuals, Organization, Society
 - b. Society, Organization, Nation
 - c. Employee, Employer, Management
 - d. Individual, Groups, Organization

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

Answer any **EIGHT** questions:

1. Identify the advantages and disadvantages of telephone interview methods. [5]
2. Explain the terms job enlargement, job enrichment, and job rotation. [5]
3. Explain why employee referrals are important. [5]
4. Explain the different levels of organization behavior. [5]
5. What do you mean by perception? Explain the perceptual process. [2+3]
6. Differentiate the approaches to motivation of Maslow and Herzberg. [5]
7. Explain the classical conditioning theory of learning. [5]
8. Define personality. Explain the factors affecting personality. [2+3]
9. How an organization can create safe and healthy working environment? Discuss. [5]
10. Differentiate between Job description and specification, with suitable examples. [5]

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

Answer any **THREE** questions:

11. Define human resource management. Describe the functions of HRM. [3+7]
12. Explain the factors that affect perception of an individual. [10]
13. Define group. Describe the group development process in detail. [3+7]
14. Explain, in detail, the behavioral science disciplines that contribute in the formation of OB. [10]
15. Define the concept of recruitment and selection. Explain the selection process in detail. [3+7]

SECTION D: CASE STUDY (15 MARKS)

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

Motivation Key for Success: The Case of Xerox

As of 2010, Xerox Corporation (NYSE: XRX) is a \$22 billion, multinational company founded in 1906 and operating in 160 countries. Xerox is headquartered in Norwalk, Connecticut, and employs 130,000 people. How does a company of such size and magnitude effectively manage and motivate employees from diverse backgrounds and experiences? Such companies depend on the productivity and performance of their employees. The journey over the last 100 years has withstood many successes and failures. In 2000, Xerox was facing bankruptcy after years of mismanagement, piles of debt, and mounting questions about its accounting practices.

Anne Mulcahy turned Xerox around. Mulcahy joined Xerox as an employee in 1976 and moved up the corporate ladder, holding several management positions until she became CEO in 2001. In 2005, Mulcahy was named by *Fortune* magazine as the second most powerful woman in business. Based on a lifetime of experience with Xerox, she knew that the company had powerful employees who were not motivated when she took over. Mulcahy believed that among other key businesses changes, motivating employees at Xerox was a key way to pull the

company back from the brink of failure. One of her guiding principles was a belief that in order to achieve customer satisfaction, employees must be interested and motivated in their work. Mulcahy not only successfully saw the company through this difficult time but also was able to create a stronger and more focused company.

In 2009, Mulcahy became the chairman of Xerox's board of directors and passed the torch to Ursula Burns, who became the new CEO of Xerox. Burns became not only the first African American woman CEO to head a Standard & Poor's (S&P) company but also the first woman to succeed another woman as the head of an S&P 100 company. Burns is also a lifetime Xerox employee who has been with the company for over 30 years. She began as a graduate intern and was hired full time after graduation. Because of her tenure with Xerox, she has close relationships with many of the employees, which provides a level of comfort and teamwork. She describes Xerox as a nice family. She maintains that Mulcahy created a strong and successful business but encouraged individuals to speak their mind, to not worry about hurting one another's feelings, and to be more critical.

Burns explains that she learned early on in her career, from her mentors at Xerox, the importance of managing individuals in different ways and not intentionally intimidating people but rather relating to them and their individual perspectives. As CEO, she wants to encourage people to get things done, take risks, and not be afraid of those risks. She motivates her teams by letting them know what her intentions and priorities are. The correlation between a manager's leadership style and the productivity and motivation of employees is apparent at Xerox, where employees feel a sense of importance and a part of the process necessary to maintain a successful and profitable business. In 2010, Anne Mulcahy retired from her position on the board of directors to pursue new projects.

Questions:

- a. Xerox was able to motivate its employees in the crises of 2000. What are the techniques used by Xerox for employee motivation?
- b. How does an organization attract and keep individuals for such a long period of time?
- c. What are the challenges faced by the Mulcahy as a CEO to motivate large number of workforce worldwide?

THE END

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Roll.No.....

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

Course Code: BHM 332
Time: 3: 00 Hours

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

Tick the best answers.

1. KFC refers to
 - a. Kquality Fried Chicken
 - b. Krunchy Fried Chicken
 - c. Kquality Food Cafe
 - d. Kentucky Fried Chicken
2. Thousand Island is a type of
 - a. Dressing
 - b. Simple salad
 - c. Sandwich
 - d. Compound salad
3. From which one part of pork is ham obtained?
 - a. Shoulder
 - b. Hind Leg
 - c. Fore leg
 - d. Belly
4. Which one of the followings is the example of Oily Fish?
 - a. Cod
 - b. Sole
 - c. Salmon
 - d. Snapper
5. Which one of the followings is the major component of Standard Recipe?
 - a. Recipe Title
 - b. Ingredients
 - c. Portion Size
 - d. All of above
6. Canape refers to
 - a. Bite size small open sandwich
 - b. Sandwich
 - c. Appetizers
 - d. Bread
7. Caviar is obtained from
 - a. Salmon fish
 - b. Sturgeon fish
 - c. Lobster
 - d. Herrings
8. pastry is used for preparing Eclairs au Chocolat.
 - a. Sweet
 - b. Puff
 - c. Choux
 - d. Phyllo
9. In French classical menu, the fish dishes are termed as.....
 - a. Poussin
 - b. Poison
 - c. Pesce
 - d. Poisson
10. Frozen Poultry is stored in the temperature of.....
 - a. 0 to -18 degree Celsius
 - b. 0 to -3 degree Celsius
 - c. 0 to 18 degree Celsius
 - d. 0 to 5 degree Celsius
11. Poussin chicken weights
 - a. 200 – 300 gm
 - b. 300 – 400 gm
 - c. 400 – 500 gm
 - d. None of Above

12. Century egg is preserved for.....
- a. 1000 years
 - b. 1000 days
 - c. 100 days
 - d. 100 years
13. The popular preparation 'little hearts' or dim sums (small bite sized portioned food) is the creation of...
- a. Eastern Cuisine
 - b. Western Cuisine
 - c. Northern Cuisine
 - d. Southern Cuisine
14.is a term applied to all wild animals that are suitable for human consumption?
- a. Game
 - b. Fowl
 - c. Offal's
 - d. Hunted animals
15. can be defined as dish in which ingredients are set with the meat stock or consommé and gelatin
- a. Pate
 - b. Aspic
 - c. Terrine
 - d. Galantine

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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. Give the details on sandwich. What are the golden rules of preparing sandwiches? [1+4]
2. Why is Chinese cuisine very popular worldwide? [5]
3. Enlist the functions of Garde Manager. [5]
4. Define appetizer. Explain its importance in meals. [1+4]
5. What is dressing? Explain the very common dressing used in food. [1+4]
6. Discuss the features of fast-food, with an example. [5]
7. Explain Poultry. Explain the cuts of chicken and their culinary uses. [1+4]
8. Define charcuterie. Differentiate between Pate' & Terrine'. [3+2]
9. Describe cake. Write down the ingredients used in making cake with their roles. [1+4]
10. What is pastry? Explain the different types of pastries. [1+4]

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

Answer any **THREE** questions:

11. Explain, in detail, the Southern Cuisine of China. What are the ingredients used in Chinese cuisine? [5+5]
12. What is a Standard Recipe? Enlist the importance of Standard Recipe along with its format. [2+5+3]
13. Draw an Organizational Chart of Garde Manager. Write down the job description of a Chef Garde Manger along with duties and responsibilities. [5+5]
14. Classify fish with examples. Enlist the different cuts of fish. [4+6]
15. Define salad with its components. Explain the Various types of salad. [2+3+5]

SECTION D: CASE STUDY (15 MARKS)

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

Vegetarian diners are an important and growing segment of the dining public. It is important that cooks and chefs who want to please their customers know something about the needs of vegetarian diners. Beyond the financial benefits of serving foods that appeal to the widest range of customers, chefs find other benefits as well. Vegetarians are often more knowledgeable and enthusiastic about their dining choices because they have thought more about them. Accomplished cooks often say that meeting the challenge of cooking for knowledgeable diners is one of the most satisfying aspects of their jobs and that vegetarian menus give them new opportunities for creativity. In addition to people who have a strong commitment to vegetarianism, many others eat meat on other occasions but choose vegetarian items simply because the choices are so appealing in a particular dining facility. Chefs who create satisfying, innovative choices for vegetarians often find that creating a good vegetarian menu selection is one of their best professional decisions.

The vegan diet is the most restrictive form of vegetarianism. Vegans eat plant products only. All animal products, including dairy products and eggs, are off limits. Even foods that might sound safe are off limits to the strictest vegans. Examples of such foods include honey, because it comes from bees, and cane sugar, which may be refined with the use of animal products. When preparing a vegetarian menu, the chef should keep in mind that a menu appropriate to a vegan diet has the broadest appeal because it can be eaten by all categories of vegetarians. Lacto-vegetarians eat dairy products in addition to plant products but will not eat other animal products. Ovo-vegetarians eat eggs in addition to plant products. Lacto-ovo-vegetarians eat dairy and egg products as well as plant products. Pesco-vegetarians eat fish and plant products but not meat or poultry. They may or may not eat dairy and egg products.

Vegetarian diets are more healthful particularly in preventing, treating or reversing heart disease and reducing the risk of cancer. A low-fat vegetarian diet is the single most effective way to stop the progression of coronary artery disease or prevent it entirely. They lost the weight without counting calories or carbs and without measuring portions or feeling hungry. "People who consume saturated, four-legged fat have a shorter life span and more disability at the end of their lives. Animal products clog your arteries, zap your energy, and slow down your immune system. When there isn't enough calcium in the bloodstream, our bodies will leach it from existing bone. The metabolic result is that our skeletons will become porous and lose strength over time. According to the US Food and Drug Administration (FDA), foods rich in protein such as meat, poultry, fish and seafood are frequently involved in food-borne illness outbreaks. Good nutrition generates more usable energy. Some people become vegetarians after realizing the devastation that the meat industry is having on the environment.

Questions:

- a. Why it is important for chefs to please the vegetarian guests? [5]
- b. Discuss some types of vegetarian diets. [5]
- c. Is there any advantage of consuming vegetarian foods? Justify your answer. [5]

THE END

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Roll.No.....

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

Course Code: BHM 333
Time: 3: 00 Hours

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

Tick the best answers.

1. What is the minimum maturation time for whisky?
 - a. 3 years
 - b. 4 years
 - c. 1 year
 - d. 2 years
2. Bourbon is
 - a. Tennessee whiskey
 - b. Scotch whisky
 - c. Irish whiskey
 - d. American whiskey
3. Which one of the following vodkas is an American brand?
 - a. Ruslan
 - b. Smirnoff
 - c. Cossack
 - d. Vyborova
4. Rum was first produced in the
 - a. African country
 - b. Balkan country
 - c. European country
 - d. Caribbean country
5. Which one region of France is popular for Cognac?
 - a. Avignon
 - b. Bordeaux
 - c. Charente
 - d. Champagne
6. Mescal is produced in a very similar way to
 - a. Tequila
 - b. Gin
 - c. Vodka
 - d. Brandy
7. is a citrus liqueur
 - a. Chartreuse
 - b. Curacao
 - c. Benedictine
 - d. Kummel
8. The indicator ** (two star) states that Cognac is matured for.....
 - a. 5-6 years
 - b. 6-8 years
 - c. 1-3 years
 - d. 3-5 years
9. Which one of the following cocktails is mixed by shaking?
 - a. Mojito
 - b. Alexander
 - c. Tequila sunrise
 - d. Moscow mule
10. Bloody Marry is abase cocktail.
 - a. Whisky
 - b. Gin
 - c. Vodka
 - d. Rum
11. When was 'Hotel Regulation and the Sale & Distribution of Alcohol Act' implemented?
 - a. 2019 BS
 - b. 2023 BS
 - c. 2028 BS
 - d. 2031 BS

12. According to the calculation of proof, 20% alcohol by volume is equal toin American proof scale.
- a. 20°
 - b. 30°
 - c. 40°
 - d. 50°
13. In whiskey making process, fermentation is done after
- a. Malting
 - b. Blending
 - c. Distillation
 - d. Mashing
14. Rusty nail is a/ancocktail.
- a. Aperitifs
 - b. Medium
 - c. Long drink
 - d. After dinner
15. is located just after the entrance before the dining hall.
- a. American bar
 - b. Public bar
 - c. Pool bar
 - d. Cocktail bar

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

Answer any **EIGHT** questions:

1. What are the procedures while storing wine?
2. Which are the five major districts of producing champagne?
3. Define whiskey with its types.
4. Define gin with its types.
5. "Vodka is a neutral Spirit". Justify
6. Define brandy with its types.
7. What are the different between Cognac and Armagnac?
8. Explain the manufacturing process of vodka.
9. Define mixed drink with its component.
10. What is the various alcoholic and non-alcoholic beverage tradition of Nepal?

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

Answer any **THREE** questions:

11. What are the planning consideration while establishing a bar?
12. What are the methods of making mixed drink?
13. What are the beverage rules of Nepal?
14. What are the different parts of standard bar in hotel?
15. Explain the manufacturing process of rum.

SECTION D: CASE STUDY (15 MARKS)

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

ALCOHOLIC BEVERAGE IN NEPAL

Nepal is known for its exotic and unrestricted combo of eating and drinking like no other cuisine in the earth with a misconception that is complex and devilishly hard to make. In modern times, the adverse effect of drinking is however acknowledged and people do discourage their children from indulging, except on ceremonial occasions when it becomes a necessity. There are some homemade alcoholic beverages produced in Nepal like Chyang, Jand, Tongba etc. The Local Raksi is the distilled and extracted from Jand while the 'Jand', 'Chhyang' and 'Tongba' are the non-distilled beverages with sweet and sour in taste. The local beverages have their limited scope only and they have not been popularized at international level. Mostly, in Nepal, alcoholic beverages are produced at home for the purpose of drinking during household gatherings and other functions, and also for selling in the market, only in the small F&B outlets.

Questions:

- a. What are the challenges of Nepalese alcoholic beverages in the market?
- b. What is your opinion regarding production, distribution and consumption of Nepalese alcoholic beverages?
- c. How do you think that Nepalese alcoholic beverages can be popularized in a international level?

THE END

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Semester - III

Roll.No.....

Subject: Front Office Operation I
Full Marks: 100 Pass Marks: 50

Course Code: BHM 334
Time: 3: 00 Hours

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

Tick the best answers.

1. Who is the father of Travel and Tourism?
 - a. Sr. Moritz
 - b. Cox and Kings
 - c. Riviera
 - d. Thomas Cook
2. Total room sales divided by the number of rooms sold represents?
 - a. Rack rate
 - b. Average daily rate
 - c. Room occupancy percentage
 - d. Daily report
3. In which age was Transcontinental Connection completed .
 - a. Automobile Age 1914
 - b. Jet Aircraft Age 1903
 - c. Preindustrial Age 1840
 - d. Railway Age 1869
4. In which eradin travelers travell for pleasure and festivals?
 - a. Early Travel Era
 - b. The Persians Era
 - c. The Egyptians Era
 - d. The Romans Era
5. Which one of the following employees is responsible for balancing the guests accounts every day?
 - a. Night Auditor
 - b. Front desk clerk
 - c. General manager
 - d. Accountant
6. From where the word "Motels" was invented?
 - a. United Kingdom
 - b. America
 - c. France
 - d. Australia
7. What is the Day-Evening shift of front office department?
 - a. 12 pm to 8 pm
 - b. 11pm to 7pm
 - c. 3pm to 11 pm
 - d. 7am to 3pm
8. What is the checkout time for the guest staying under partial rate / Day Rate?
 - a. 12 pm
 - b. 9 Am
 - c. 2 pm
 - d. 7 pm
9. Which one hotel is determined as medium hotel on the e basis of rooms?
 - a. 100 to 199
 - b. 30 to 90
 - c. 26 to 99
 - d. 25 to 89
10. A European plan on the tariff is-----
 - a. Room and breakfast
 - b. Rooms only
 - c. Full boarding
 - d. Half boarding
11. A Guest folio is-----
 - a. A guest bills
 - b. A guest reports
 - c. A guest Resume
 - d. A guest history

12. Which one of the followings is not a front office module of the typical property management system?
- a. Reservations management
 - b. Food and beverage management
 - c. Rooms management
 - d. Guest account management
13. A guest who arrives at the hotel without a reservation is called?
- a. A guaranteed reservation
 - b. A confirmed reservation
 - c. Walk in guest
 - d. A stay over
14. A reservation system that provides speed reliability and versatility is-----.
- a. A density chart system
 - b. A computerized system
 - c. A centralized booking office
 - d. A room status board system
15. Yield management is-----.
- a. A demand forecasting technique used to maximize room revenue
 - b. A night auditor task used to balance a guest account
 - c. A housekeeping system used to increase efficiency
 - d. An accounting term used to determine optional ratios for use in management decisions

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Subject: Front Office Operation I

Course Code: BHM 334

Full Marks: 100 Pass Marks: 50

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. Give the introduction to front office and different sections of front offices. [5]
2. What are the key control measures used in front office? Discuss. [5]
3. What are the different stages of Guest Cycle and related to front office functions? Explain. [5]
4. What are the different departmental relationships of front office? Explain. [5]
5. What are the sources of reservation and types of reservation? [5]
6. Discuss a night auditor? [5]
7. What are the different modes of reservation? Discuss. [5]
8. Discuss the cancellation and amendments of reservations. [5]
9. Discuss the different ledger and folios used in front office. [5]
10. Write short notes on: [2.5+2.5]
 - a. Registration
 - b. Check-in FITs and Groups

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

Answer any **THREE** questions:

11. Discuss on Property Management System (PMS) - its applications and system interface. [10]
12. Discuss the History and Evolution of Tourism and Hospitality Industry. [10]
13. Discuss the different departmental hierarchical levels of front office with their respective duties and responsibilities. [10]
14. What are the different categorizations of hotels? Explain [10]
15. What are the different types of room rates and meals plans practiced in a hotel industry? [10]

SECTION D: CASE STUDY (15 MARKS)

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

THE CUSTOMER IS NOT ALWAYS RIGHT BUT. The customer is always the customer and this means simply that solving the problem is often more important than who is right • If you can solve his /her problem without blaming yourself or others, you will reduce stress, everyone will feel better and you will be on your way to CUSTOMER SATISFACTION

A difficult customer is somebody who is a challenge to serve because of his/her personality, for example, he/she may be rude, impatient or talkative but a complaining customer is somebody whose needs and expectations have not been met.

- DON'T Waste his/her time with conversation and he/she may not want you trying to sell him/her products and services. DO serve them quickly and politely.

1. a rude customer can be rude to everyone - he/she just is not feel comfortable being nice. - DO ignore his /her rudeness and don't take it personally - DON'T become rude and aggressive
2. A impatient customer is always in a hurry - and it won't matter how quickly you serve him/her - he/she will still be impatient
3. A talkative customer wants to talk and could spend all day doing it - DO be friendly and attentive – lead the conversation - DON'T ignore him/her or give him/her all your attention.
4. A confused customer finds it difficult to make decisions and may take a long time to decide – DO be helpful by making suggestions and asking questions - DON'T rush him/her - he/she could become flustered and embarrassed
5. THE COMMON REASONS FOR BEING DIFFICULT •Tired or frustrated • Confused or overwhelmed •Defending his/her ego • Unfamiliar with the situation • Feel ignored • under the influence of drink or drugs ••••
6. The most common complaints... • Wrong information •Poor service • Accommodation unsatisfactory •Overcharged

Question:

- a. What are the ways to handle the difficult guest? Explain

[15]

THE END

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Semester - III

Roll.No.....

Subject: Food Science and Nutrition
Full Marks: 100 Pass Marks: 50

Course Code: BHM 335
Time: 3: 00 Hours

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

Tick the **best** answers.

1. The mineral that we get from fish is _____.
a. cobalt
b. iodine
c. calcium
d. none of the above
2. Oligosaccharides are
a. Fatty acids
b. Amino acid
c. Building blocks
d. Carbohydrate
3. Cereals are food groups whose serving size per day is
a. 80 g
b. 40 g
c. 25 g
d. 30 g
4. Irradiation is the method of preservation which uses
a. High heat and pressure
b. Gamma rays
c. Uv rays
d. chemicals
5. Fat provides _____ times more energy than protein and carbohydrate
a. 2.25
b. 2
c. 1.5
d. 3
6. _____ is the protein found in milk.
a. Plasma
b. lactose
c. casein
d. Zein.
7. The size of yeast ranges from
a. 0.5-1 cm
b. 5-10 μ m
c. 0.5-1 μ m
d. 3mm
8. The monitoring of the Nepal Food Act enforcement is done by
a. MoAD
b. CODEX
c. DFTQC
d. GMP
9. _____ is essential for formation of hemoglobin in blood
a. calcium
b. iron
c. cobalt
d. starch
10. HACCP was developed by one of the following organizations
a. CODEX
b. WHO
c. US navy
d. NASA
11. Deficiency of zinc causes
a. scurvy
b. hypoguesia
c. glossitis
d. goiter

12. Vermicomposting uses _____ to decompose waste.

- a. Red worms
- b. microbes

13. _____ helps maintain temperature in our body

- a. vitamin
- b. roughtage

14. Over ripening is the spoilage caused due to the -----

- a. Activity of microorganisms
- b. Activity of enzymes

15. Thermophiles grows at temperature

- a. 25-30°C
- b. >45°C

- c. pebbles
- d. heat

- c. water
- d. amino acid

- c. Chemical reactions
- d. Physical damage

- c. >100°C
- d. 66-70°C

Kathmandu University
Examinations Management Office
Sukhet, Nepal
Final Examination-2078
Bachelor of Hotel Management (BHM)
Semester - III

Subject: Food Science and Nutrition

Full Marks: 100 Pass Marks: 50

Course Code: BHM 335

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. List down the general functions of water
2. Discuss the types of protein on the basis of quality.
3. What are the various causes of food spoilage? Explain with examples.
4. What is ISO? What are the benefits of implementing ISO by an organization?
5. Classify minerals.
6. Compare the difference between saturated and unsaturated fatty acid.
7. Explain the industrial significance of micro-organism with examples.
8. Describe the sociological function of food.
9. Briefly describe the morphological characteristics and practical significance of yeast.
10. List down the general functions of fat soluble vitamins.

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

Answer any **THREE** questions:

11. Define food preservation. Describe the four commonly used methods of food preservation.
12. Define HACCP. Describe the seven principles of HACCP and their benefits.
13. What is intrinsic factor? Explain how these intrinsic factors affect the growth of microorganisms.
14. What is malnutrition? Give a brief account on PEM and its types, sign and symptoms and prevention.
15. List down the general properties of a good cleaning agent. Why is cleaning and personnel hygiene highly required in catering business.

SECTION D: CASE STUDY (15 MARKS)

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

An outbreak of food borne disease was reported from 36 attendees, who attended a wedding part at a catering service that have been serving the customers for more than a decade. On investigation and on site verification, Department of food technology and quality control reported presence of pathogen and high level of contamination in its premises, equipment's, utensils and raw ingredients in the store. Further enquiry report showed knowledge of personnel hygiene, cleaning and sanitation among the staff was inadequate.

Questions:

- a. State your understanding on the various sources of microbial contamination in the establishment.
- b. How can they prevent cross contamination from their catering establishment.
- c. Suggest the various measures that the catering business can adopt to prevent fine and punishment.

THE END