

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

Roll.No.....

Subject: Casino Management
Full Marks: 100 Pass Marks: 50

Course Code: BHM 451
Time: 3: 00 Hours

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

Tick the *best* answers.

1. The billion-dollar Casino industry has thousands of commercial and casinos.
 - a. Physical
 - b. Online
 - c. Non-commercial
 - d. Gaming
2. The word 'Casino' is of origin; 'the casa' means a house.
 - a. Spanish
 - b. Latin
 - c. Italian
 - d. Greek
3. The first legally opened casino in the world is called
 - a. The Bel Casa
 - b. The Ridotto
 - c. The Casino D Rida
 - d. Casino el Vienna
4. The Vice President responsible for all the financial activities for the casino operation is called
 - a. V.P of Finance
 - b. V.P of Security
 - c. V.P of Operations
 - d. V.P of Marketing
5. Which one from the followings is not the unique casino customer segment?
 - a. Package purchasers
 - b. General tourist
 - c. Casino guest
 - d. Walk-in visitors
6. Casino license fee is Rs. for casino with table games in Nepal.
 - a. 1 crore
 - b. 2 crore
 - c. 5 lakh
 - d. 2 lakh
7. Casino with world-class restaurants with internationally known chefs is topped by
 - a. 50 St. James, London, England
 - b. Gentling Highland Casino, Malaysia
 - c. Casino Royal, Nepal
 - d. Aviation Club de France, Paris, France
8. The casino which provides accommodation facility in premise is called
 - a. Casino Villa
 - b. Casino Royal
 - c. Casino Hotel
 - d. Casino Room
9. are issued through the use of a list indicating which individuals are authorized.
 - a. Casino Cage
 - b. Slots
 - c. Keys
 - d. VIP Pass
10. A slot machine is also called In Scottish English.
 - a. Puggy
 - b. Fruit Machine
 - c. Poker Machine
 - d. The Slot

11. Sittman and Pitt from Brooklyn, New York developed a gambling machine in that was a precursor to the modern slot machine.
- a. 1890
 - b. 1891
 - c. 1990
 - d. 1991
12. The Currency Transaction Report is a report submitted to Financial Crimes Enforcement Network by the US financial institutions on all the transactions involving money equal to or greater than
- a. \$ 10,000
 - b. \$ 1,00,000
 - c. \$ 5,000
 - d. \$ 1,000
13. Casino license is not issued to those organizations which are listed in black list of
- a. Gaming Control Board
 - b. Tourism Board
 - c. Nepal Rastra Bank
 - d. Nepal Bank Limited
14. Person responsible for the operation of a given table game is known as
- a. Clerk
 - b. Attendant
 - c. Dealer
 - d. Cashier
15. is a casino game named after the French word meaning little wheel which was likely developed from the Italian game Biribi.
- a. Roulette
 - b. Slot
 - c. Poker
 - d. Black Jack

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

Answer any **EIGHT** questions:

1. Define casino and highlight the Adorable First Casino Ever.
2. List down any 10 control measures applied in casino industry of Nepal.
3. Draw the organizational structure of a Casino.
4. Define Casino Marketing. What are the major unique casino customer segments?
5. What is casino cage? Explain the importance of casino cage in any four points.
6. Mention the major difference in buffet and table service inside casino.
7. Draw a sample of reels slot machine and illustrate its parts.
8. Describe any five marketing tools and techniques used by casino marketing department.
9. Mention the various entertainment activities performed in Casino besides gambling.
10. What do you understand by table drop and count?

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

Answer any **THREE** questions:

11. Draw a sample of video slot machine and illustrate its parts.
12. Briefly illustrate the history and major steps to be followed while playing casino game Blackjack.
13. Describe customer service in casino and highlight its 10 major service tips.
14. Discuss any four positive economic and five negative socio-cultural impacts of casino industry.
15. Explain how a casino can install slot machines under the participation agreements and why it is beneficial for casino.

SECTION D: CASE STUDY (15 MARKS)

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

Nepal felt the impact of the corona virus outbreak on tourism, deciding to close all resorts and casinos.

Nepal.- While most of the countries in the world are staying in quarantine, tourism is facing the impact and so are all related industries. Nepal has decided to shut down hotel operations and casinos until the situation improves, according to local media. The closures follow an official circular from the Home Ministry of the Government of Nepal outlining a series of restrictions to curb the spread of the virus, including prohibiting public gatherings of more than 25 people. Australian-listed Silver Heritage Group announced the temporary closure of its two Nepal casinos, Tiger Palace Resort Bhairahawa and The Millionaires Club and Casino Kathmandu. Hyatt Regency did the same:

"We have decided to shut down the hotel for at least six weeks beginning March 21. While the hotel lacks business, the decision also intends to prevent the possible spread of corona virus among our staff and guests," said Govinda Pariyar, PR manager at Hyatt Regency. Nepal has seen a severe decline in the inflow of foreign tourists due to the corona virus.

Question:

- a. What are the preventatives measures taken in Nepal after the breakdown of Covid-19?
- b. What is the immediate action taken by Hyatt Regency to address the mentioned issue?
- c. What suggestion do you provide to Nepal Government to overcome this situation?

THE END

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Roll.No.....

Subject: Meeting and conference Management
Full Marks: 100 Pass Marks: 50

Course Code: BHM 452
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 is correct when you understand demand generators?
 - a. opportunities like events & Festivals that increase the bookings in hotel.
 - b. Nearby attractions like parks, world heritage sites.
 - c. Important holidays when people will travel.
 - d. All of the above.
2. Which of the following is true for Projection Mapping?
 - a. a projection technique used to turn objects, often irregularly shaped, into display surfaces for video projection.
 - b. It is commonly combined with or triggered by audio to create an audiovisual narrative.
 - c. It has proved to be an excellent Marketing and edutainment tool.
 - d. All of the above
3. Which is the biggest market for incentive travel in Nepal at current?
 - a. Bangladesh
 - b. China
 - c. Bangladesh + China
 - d. India
4. Which of the following generates biggest revenue in Hotels?
 - a. Business by Travel agents & Airlines
 - b. Online Travel Agencies (OTAs)
 - c. Food and beverage outlets
 - d. Meetings and Events (Business + Social events) business
5. Which of the following is not true in the Gantt Chart?
 - a. Generally used in project planning with overview of main event tasks and timeline.
 - b. Interdependence of the tasks can be clearly seen is the benefit of this type of chart.
 - c. It was developed by Charles Gantt with focus on the sequence of tasks necessary for completion of a project.
 - d. It is also used for motivating human resources while organizing an event.
6. You've found a venue that you think would be suitable. What should you do?
 - a. Book it immediately so you have backup at all times
 - b. Visit the venue to further determine its suitability.
 - c. Compare its renting price with others and go with the cheapest.
 - d. Compare its location with others and select.
7. Which of the following are major considerations in terms of choosing an event location?
 - a. Proximity to health and safety facilities
 - b. The size of the site
 - c. Parking facilities
 - d. All of the above

8. Which of the following could end up creating chaos during an event?
- Unlimited entry of audience
 - Having insufficient volunteer helpers.
 - Lack of coordination with local police authority
 - All of the above.
9. Notifying local residents and businesses of traffic plans and event happening improves:
- Community relations
 - Advertising
 - Selling
 - Sales promotion.
10. Which of the following is the most popular type of event site used?
- Hotel/resort
 - Convention center
 - Banquet hall
 - Club
11. Budgeting an event, negotiating contracts, arranging the speaker, and organizing audiovisual needs is part of which stage of the event planning process?
- Research
 - Design
 - Planning
 - Coordinating
12. Which type of skill better respect the inspiring the staff?
- Negotiating
 - Leadership
 - Project management
 - Budgeting
13. The most important information a meeting planner can determine prior to an event is:
- Past events held by the group
 - Expected attendance
 - The budget
 - Group demographics
14. Which is the Second New International Airport of Nepal?
- Pokhara International Airport
 - Nijgadh International Airport
 - Lumbini International Airport
 - Chitwan International Airport
15. 11.11 started by Alibaba is the world's largest:
- Online Shopping festival
 - Offline shopping festival
 - Single's day event to find the loved ones
 - Music festival.

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

Answer any **EIGHT** questions:

1. Clarify the importance of event management in hospitality industries.
2. What are the growth opportunities available in Nepal for MICE Tourism?
3. What are the important points to consider while planning a meeting and conference? Also explain the steps for Menu Planning for Meeting.
4. What is Market Intelligence. Discuss the roles and responsibilities of Meeting manager for development of hotel meetings and events business.
5. Imagine you are a Manager of a newly opened hotel in a town. What kinds of events and promotions would you organize to promote this newly opened hotel and capture the market? Why are events important to organize?
6. What is some legal, health and safety risk factors involved while organizing an event and what are the steps of planning to overcome it?
7. Explain 5 Cs in organizing an event.
8. Explain the importance of Venue and logistics Management while organizing the event and the steps involved in it.
9. Why is People an Important Factor in Service Marketing Mix?
10. What is Incentive travel in Mice tourism and what kind of packages and programs would you plan & organize to attract Incentive tours in your hotel?

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

Answer any **THREE** questions:

11. Explain 7Ps of Marketing Mix in relationship to Hospitality Service Marketing.
12. What are the different types of Meetings and Conference organized in hotels and write different types of Meeting Set up?
13. Explain the importance of Maslow's Hierarchy of Needs in the Hospitality industry and its relevance. How would you apply Maslow's Hierarchy of Needs to motivate, reward and incentivize your human resources? Explain.
14. Explain the roles of Manager in a hotel while organizing Meetings and Conference groups. Explain in terms of Human resource management, Risk Management and Security coordination.
15. After covid-19 pandemic what could be that best strategy for the promotional activities and development of strategic plan to bring two million tourists in Nepal?

SECTION D: CASE STUDY (15 MARKS)

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

Devyani International, under the umbrella of Ravi Kant Jaipuria's RJ Corp, here today announced the arrival of Pizza Hut & KFC restaurants here, marking the first multinational chain of restaurants coming to Nepal.

With the belief that consumers in Nepal are ready for international eating-out experience they have launched their first two outlets at Durbar Marg. As stated by the officials of R J Corp, Nepal is a promising market for these brands and their entry will give the Nepali economy a boost by creating job opportunities for locals. The opening of these two outlets would give Nepali consumers the first local experience of an international food chain. They have promised an upcoming rush of announcements and product launches that will make this an exciting time for consumers.

Couple of years ago, when I was back to Kathmandu on summer, KFC and pizza hut had just opened and it was the newest buzz in the capital, Kathmandu. There were pictures in the local newspaper of people lined up out the door to the sidewalk to get a taste of the "fancy" new chain that had just opened. Although, it was only 30 minutes away from where I living, I chose not to participate in it and promised myself that I would never eat in KFC when I am in Kathmandu.

For me, it was simple logic. I did not see the point in eating in a foreign chain restaurant when I could eat in local restaurants that are opened by Nepalese. It was a matter of supporting local restaurant business (and the food taste better and it's cheaper to eat in local restaurants). KFC did not last long and it was shut down last year. In a way, I was kind of happy due to shut down because I feel that there is no need for more foreign chain restaurant but rather investment in businesses that already exists in the country. KFC and pizza hut were only major fast food chains in Nepal. However, there are many "western" style food restaurant opened by locals.

Questions:

- a. Among western food brand and a local restaurant, which one do you prefer? Justify it with statement.
- b. What are the advantages and disadvantages of fast food chain in context to Nepal?
- c. How can we encourage local restaurant to develop business in Nepal?

THE END

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Semester - V

Roll.No.....

Subject: Catering Management
Full Marks: 100 Pass Marks: 50

Course Code: BHM 453
Time: 3: 00 Hours

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

Tick the *best* answers.

1. Organizing is the..... step of seven functions of catering management.
 - a. First.
 - b. Second.
 - c. Third.
 - d. Fourth.
2.the act of putting a plan into action
 - a. Implementing
 - b. Organizing
 - c. Planning
 - d. Procuring
3. Ordering food materials requires an understanding of the.....
 - a. Menu
 - b. Service style
 - c. Equipment
 - d. Event
4. Blue print is a/an.....
 - a. Printing equipment
 - b. Customer
 - c. Event
 - d. Outline
5. Matching equipment is based on.....
 - a. Menu
 - b. Type of service
 - c. Special requirement
 - d. All of the above
6. Portion size is theof a food or drink that is generally served.
 - a. Quantity
 - b. Quality
 - c. Price
 - d. Discount
7. Where are the country clubs located mostly?
 - a. Urban
 - b. Rural
 - c. City
 - d. None of them
8. Which one of the catering has an adequate storage space?
 - a. Restaurants
 - b. Contract catering
 - c. Independent catering
 - d. Hotel
9. Which one of the following factors depends on development of catering?
 - a. customer
 - b. labor
 - c. competition
 - d. all of them
10. Which ages groups are most likely to have wedding function?
 - a. 18-25
 - b. 20=25
 - c. 35-60
 - d. None of them
11. Which age group uses catering services in settings from tennis tournaments to hospital picnics?
 - a. 18-25
 - b. 20=25
 - c. 35-60
 - d. None of them

12. Which one of the caterings mostly provides the take out service with in small sitting a area?
- a. Hotel
 - b. Restaurant
 - c. Gourmet and delicatessens
 - d. Independent caterers
13. When did the contract catering start to grow?
- a. 1960
 - b. 1950
 - c. 1980
 - d. 1990
14. One of the disadvantage of social catering is
- a. Caterer's limited capabilities to satisfy the often unrealistic demands of the client
 - b. Familiarity to the client
 - c. Ability to work on client's demands
 - d. Ability to cope with organizer
15. Which one of the followings is the main responsibility of the catering department?
- a. To sell food and beverage functions to businesses and individuals in the local community
 - b. To sell food and beverage to guests at the hotel restaurant
 - c. To prepare food and beverage for the room service department
 - d. All of the above

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Subject: Catering Management

Course Code: BHM 453

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. Classify the various catering equipments and list out the equipments in details.
2. Explain the different problems regarding food and beverage control.
3. Explain merchandising and its various ways with examples.
4. Calculate the break even cost where, Sales = 1025,000
Variable Cost = 402,375
Fixed Cost = 316,250
5. Define beverage control and explain how we can control beverage.
6. Define purchase specifications and list out the things to be considered in purchase specifications.
7. Explain marketing cycle of catering. With example .
8. Explain sales promotion with examples and list its importance
9. Explain the package pricing with an example of package pricing for catering.
10. Differentiate between commercial and Non-commercial catering .

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

Answer any **THREE** questions:

11. Explain catering management and the roles of a catering manager.
12. Define concept and business plan. Explain the various market survey information needs to be collected of feasibility of catering establishment.
13. Define cost and profit. Explain the various methods of pricing catering menu with examples.
14. Define advertising. Explain the various methods of advertising catering.
15. Define catering. Explain hotel catering operation with reference of on premises and off premises.

SECTION D: CASE STUDY (15 MARKS)

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

The Plaza catering company is decided to invest in the new catering hall in Kathmandu. The plaza has been serving outstanding services of event through renting hall, contract feeding, running off premises in catering and even excellent services in their own premises in United States. The plaza has established the 5000 capacity catering hall for various events at the time under same roof. The plaza has been giving social and business function to the best service throughout their establishment in USA. During the inauguration of the plaza catering hall in Kathmandu it was one of the outstanding comparison to the other any catering establishment. At the being with the brand name of plaza, sales were highly massive. The thought of the plaza catering business development was the self-marketing through the brand. It was also the saving of cost which was to be incurred through marketing campaign. The business after 6 month started to decline rapidly. The biggest wedding organized in the plaza Kathmandu set to have the pool of complains from the organizers about the food and service which was set by the brand of the

plaza catering all over the world. The researcher found the lack of the skilled manpower and fail to identify the market was main result of downfall of business in Nepal.

Questions:

- a. How has the business of Plaza catering business failed in Kathmandu with such a huge investment?
- b. What are the different methods of training the plaza catering can apply to its staff?
- c. If you are supposed to be the part of business development committee of Plaza Kathmandu, what are the different factors researches for catering development?

THE END

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Semester - V

Subject: Fast Food Chain Management
Full Marks: 100 Pass Marks: 50

Roll.No.....

Course Code: BHM 454

Time: 3: 00 Hours

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

Tick the *best* answers.

1. Colonel Harland Sanders is famous for this fast-food chain.
 - a. 7-Eleven
 - b. KFC
 - c. Burger King
 - d. Sub Way
2. The best way to deal with a customer who complains about poor service is to:
 - a. Apologize
 - b. offer a free drink
 - c. inform the head waiter
 - d. Try to make an excuse
3. Is a comprehensive and coordinated plan expressed in financial terms, for the operations and resources of an enterprise, for some specific period in future?
 - a. Costing
 - b. Stock
 - c. Budget
 - d. None of the These
4. In order to wash your hands properly before or after handling food, exactly what is the minimum amount of time you should wash your hand under running water?
 - a. 10 Sec
 - b. 20 Sec
 - c. 1 Minute
 - d. None of the above
5. Which one of the followings is not critical in the growth of dangerous food borne bacteria?
 - a. Temperature
 - b. Time
 - c. Equipment
 - d. Altitude
6. Advertising on the commercial radio & television is known as.
 - a. Visual advertising
 - b. Visual impact
 - c. Broadcasting
 - d. None of these
7. HACCP stands for:
 - a. Hazard Activity Critical Control Point
 - b. Hazard Analysis Critical Control Points
 - c. Hygiene Analysis Critical Control Points
 - d. Hygiene Analysis Contamination control points
8. Illuminated _____ are used extensively by fast-food operations showing enlarged color photographs of the food and beverages available.
 - a. Wall display
 - b. Posters
 - c. Signs
 - d. None of these
9. Which one of the followings is used as a sparkling agent in carbonated beverages?
 - a. Sodium benzoate
 - b. Sparkling colorant
 - c. Sugar
 - d. CO₂

10. Monosodium glutamate (MSG) is used for
- a. Artificial Sweetener
 - b. Ant caking Agent
 - c. Flavor Enhancer
 - d. Cleaning agent
11. Management roles in a food service operation will vary based on the _____ of the restaurant.
- a. Location
 - b. Theme
 - c. Menu
 - d. Size
12. The purpose of emulsifiers & stabilizers is to:
- a. Preserve food for long
 - b. Add or enhance Flavor
 - c. Increase the nutritive value
 - d. Alter the texture of food
13. An owner or franchise operator in a fast-food operation is considered which level of management
- a. Top Level
 - b. Middle
 - c. Average
 - d. Low level
14. Fast food is very _____ You don't have to wait long for the food after you order it.
- a. Tasty
 - b. Convenient
 - c. Affordable
 - d. Accessible
15. A strategy to ensure the safety of a food on a self-service counter is
- a. Only allowing customers to serve themselves once
 - b. Providing separate serving utensils for each food items
 - c. Refrigerating food not eaten and using next day
 - d. Regularly topping food item to keep the display full

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Subject: Fast Food Chain Management

Course Code: BHM 454

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. Make the list of at least 5 large equipments used in fast food operation & illustrate their usage.
2. Explain the basic etiquettes & qualities required for fast food personnel.
3. Being a manager of chain fast food outlet how do you plan to increase the productivity of the outlet?
4. What is food additive? Explain the uses of food additive.
5. Enlist the possible threats to & opportunities for fast food restaurant that you can see in context of our country.
6. What are the various factors that people consider while choosing a fast-food restaurant? Explain.
7. Discuss the various features of chain management.
8. Write short notes on marketing differentiation in fast food industry with examples.
9. Discuss the various tips & steps in creating unique restaurant design & layout.
10. Write a short note on – Emerging trend in chain fast food management.

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

Answer any **THREE** questions:

11. Clearly define, in details, the key success factors of fast-food restaurant industry in long run with an example.
12. Discuss the various points to be considered while pricing the product & services. Also define the various types of pricing strategy commonly adopted by fast food businesses.
13. Define how franchise agreement works. Explain the advantages of adopting franchise business model for both parties involved i.e., Franchisor & Franchisee.
14. "Menu in any food service industry is considered as an informative tool, and also aid in identity building & creating guest experience". Elaborate the statement. Also explain the factors you will consider while planning & designing the menu in relation to above statement.
15. Highlight and discuss the various areas of fast-food layout planning. Explain the importance of design & layout planning in detail.

SECTION D: CASE STUDY (15 MARKS)

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

Shortage in Stock

Its 9:30 on a Friday morning at The Wrap & Go Snack Bar. Fast food product & supplies are scheduled to be delivered at 10:00. Sally specifically ordered an exceptional amount of food for the upcoming holiday weekend because she is projecting it to be busy. Sally receives a phone call at 10:30 from G&G groceries, stating that it cannot be deliver the product until 10:00 A.M Saturday morning. She explains to the driver that it is crucial that she receives the product as soon as possible. He apologizes; however, it is impossible to have delivery made until Saturday morning.

By 1:00 P.M., the outlet is beginning to run out of product, including absolute necessities such as steaks, chicken, fish, burger bun & breads, and produce. The guests are getting frustrated & complaining because the staff are beginning to "86" (non available) a great deal of product. In addition, if they do not begin production for the P.M., shift soon, the restaurant will be in deep trouble. On Friday nights, the restaurant does in excess of NRP. 200,000 in sales. However, if the problem is not immediately alleviated, it will lose many guests and a great amount of profits.

Questions:

- a. What immediate measures would you take to resolve the problem?
- b. How would you produce the appropriate & necessary product as soon as possible?
- c. How will you handle guest complaint?
- d. What can you do always to have enough products on hand?
- e. Is it important to have a backup plan for a situation like this? If so, what would it be?

THE END

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Roll.No.....

Subject: Food and Beverage Control
Full Marks: 100 Pass Marks: 50

Course Code: BHM 455
Time: 3: 00 Hours

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

Tick the best answers.

1. Which one from the below options of F&B control system falls under planning phase?
 - a. Marketing policy
 - b. Storing
 - c. Receiving
 - d. Post operation phase
2. What is Prime Cost?
 - a. Food Cost only
 - b. Labor Cost only
 - c. Beverage Cost only
 - d. Sum of Food, beverage and Labor cost
3. The food that is perishable in nature, purchased on a more or less daily basis for immediate use falls under which one category?
 - a. Stores
 - b. Fresh fruits and vegetables
 - c. Direct
 - d. Both B & C
4. Card or label placed on shelves where items are kept to record item's quantities, amount, dates received/issued is known as.....
 - a. Perpetual card
 - b. Expiry label
 - c. Periodic Card
 - d. Bin Card
5. F&B transfers done between departments of F&B operation is called.....
 - a. Inter unit transfer
 - b. Local transfer
 - c. Intra unit transfer
 - d. None of the above
6. Which one aspect is not important while stamping the invoice?
 - a. Verification date
 - b. Food controller's verification
 - c. Clerk's signature
 - d. None of the above
7. What should be the ideal temperature for refrigerated area for white wine & sparkling wine?
 - a. 13 C - 16 C
 - b. 3 C - 16 C
 - c. 8 C - 10 C
 - d. 16 C - 20 C
8. Job title/ department, duty summary, list of specific duties assigned to job are the 3 important parts of.....
 - a. Job Analysis
 - b. Job description
 - c. Job specification
 - d. None of the above
9. Physical / Periodic inventory is conducted at....
 - a. Every day
 - b. End of each calendar month
 - c. Whenever cost controller wants
 - d. Whenever there is shortage found

10. What is the ideal marketing strategy for item that has low food cost% and high popularity?
- Promote well
 - Relocate on menu for greater visibility
 - Remove from menu
 - Both A&B
11. Poor handwriting by waiting staff results in-----
- Incorrect order to kitchen or bar
 - Chance to improve handwriting
 - wrong food offered to customer
 - Both A & C
12. Which one among the below information is not required for sales forecast?
- Competitors' data
 - Weather Forecast
 - Sales history
 - Profit & loss statement
13. Budget prepared for 3-5 years is known as.....
- Annual Budget
 - Long range budget
 - Achievement budget
 - Estimated budget
14. Which one marketing strategy is not ideal to overcome the plow horse's issue?
- Increase price
 - Remove from menu
 - Reduce prominence on the menu
 - Consider reducing portion size
15. Which one among below options is not an internal threat to revenue security?
- Bartender
 - Walk away Guests/ Skips
 - Cashier
 - Staff who is allowed to handle billing

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

Subject: Food and Beverage Control

Full Marks: 100 Pass Marks: 50

Course Code: BHM 455

Time: 3: 00 Hours

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

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

Answer any **EIGHT** questions:

1. What are the objectives of F&B control? Explain each point briefly.
2. Define cost to sales ratio, its importance and formula to calculate food cost, beverage cost, labour cost.
3. What is employee compensation? Explain its types.
4. What are the 3 Cs of managing F&B inventory cost control?
5. What is perpetual and periodic inventory?
6. Define contribution margin, Stars, Plow horses, dogs and puzzles?
7. What is Goal Value Analysis, how do you calculate it? Define Loss leader.
8. What are the internal threats to Revenue Security? How can one overcome it?
9. The lounge operates 6 hours every day for dinner operation. On Feb 14 they sold 100 covers with 5 staffs and made total sales of Rs.50,000 Rita one of the staffs earned Rs.10,000 from the section she was allocated and she looked after 20 guests that evening. Now, calculate the average sales of Rita and average cover per hour.
10. If the Aroma restaurant which has 90 seats is operated with 5 servers for dinner operation and servers have individually served 20 covers (Ram), 15 covers (Sam), 17 covers (Tim), 18 covers (Rita), 19 covers (Jim). Calculate average cover per server and seat turnover.

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

Answer any **THREE** questions:

11. What are elements of cost and define each element elaborately?
12. Define budget, long range budget, annual budget and achievement budget.
13. What are the aspects of establishing control procedures for food purchasing?
14. What are the aspects of establishing control procedure for beverage Issuing and production?
15. What are the aspects of establishing control procedures for food Purchasing?

SECTION D: CASE STUDY (15 MARKS)

16. You are a Restaurant Supervisor in one of the boutique hotels in town. Your staffs are facing an issue of guest walkaway or skips in the operation every another day. This might be an issue because your restaurant is covering large space with multiple exits and restroom for restaurant is bit far away. You as a Supervisor need to address staff feedback and find a remedy for this ongoing issue. How will you solve walkaway or skip issue?

THE END