

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

Roll.No.....

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

Course Code: BHM 321/421  
Time: 3:00 Hours

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

Tick the best answers.

- The type or branch of accounting that generates reports for the use of external parties such as creditors, investors and government agencies is known as:
  - Financial accounting
  - Managerial accounting
  - Human resource accounting
  - Cost accounting
- Which one of the followings is not a subfield of accounting?
  - Management accounting
  - Survey of land
  - Financial accounting
  - Cost accounting
- The branch of accounting that generates reports and information for the use of internal management is known as:
  - Tax accounting
  - Managerial or management accounting
  - Auditing
  - International accounting
- Possibility of window dressing means:
  - Manipulation of account
  - Makeup of a ladies
  - Increasing sales revenue
  - None of the above
- Economic life of an enterprise is split into the periodic interval as per----- concept.
  - Matching
  - Money measurement
  - Accounting period
  - Accrual
- Night auditor needs to report to the:
  - Head of accounts department
  - Head of front office department
  - Heads of both front office and account department
  - None of the above
- Users of accounting information are:
  - Banker
  - Industrialist
  - Creditors
  - All of the above
- Which one of the following accounting branches is mandatory required in organization?
  - Financial accounting
  - Cost accounting
  - Management accounting
  - Human resource accounting

9. Short term investment, advance expenses are:
- a. Current assets
  - b. fixed assets
  - c. Intangible assets
  - d. Investments
10. Following are the uses of CVP analysis except:
- a. Estimating future profits
  - b. Deciding on a selling price for a product
  - c. Analyzing margin of safety in budget
  - d. Analyze Cash Flow
11. Which one of the followings is not minor revenue generating department of hotel?
- a. Laundry Revenue
  - b. Room revenue
  - c. Spa and gift shop revenue
  - d. Telephone department revenue
12. Cost accounting emerged mainly on account of:
- a. Statutory requirements
  - b. Competition in the market
  - c. Labor unrest
  - d. Limitations of financial accounting
13. Determine contribution margin in rupees if variable cost ratio is 70 % and sales for the period is Rs. 50,000.
- a. Rs. 15,000
  - b. Rs. 30,000
  - c. Rs. 35,000
  - d. Rs. 37,500
14. Dividend paid by a company is classified under which one kind of activity?
- a. Operating Activities
  - b. Purchasing Activities
  - c. Investing Activities
  - d. Financing Activities
15. Margin of safety is a term best described as the excess of:
- a. Contribution margin over fixed expenses
  - b. Expenses over the breakeven point
  - c. Sales over the breakeven point
  - d. Sales over total costs

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

Answer any **EIGHT** questions:

1. Explain the assumptions of Break Even Analysis. [5]
2. Write Short notes on: [2.5+2.5]
  - a. Going concern concept
  - b. Separate entity concept
3. Define Managerial accounting and its functions in brief.
4. Differentiate between Guest and City ledgers. [5]
5. Explain the major and minor revenue generating department of hotel with examples. [2.5+2.5]
6. Elaborate the important of costing. [5]
7. Classify the cost on the basis of decision making. [5]
8. A hotel furnishes the following information.
  - a. Sales

Restaurant	Rs. 4,00,000
Banqueting	Rs. 2,50,000
Bar	Rs.180,000
  - b. Cost of food and beverage sold:

Restaurant	Rs. 1,50,000
Banqueting	Rs. 1,00,000
Bar	Rs. 60,000
  - c. Wages and Salaries:

Restaurant	Rs. 70,000
Banqueting	Rs. 50,000
Bar	Rs.25,000
  - d. Repairs and Maintenance.

Restaurant	Rs. 20,000
Banqueting	Rs. 12,000
Bar	Rs.5,000
  - e. Other Expenses.

Gas and Electricity	Rs.4,000
Rent and Rates	Rs.8,000
Postage and telephone	Rs. 3,000
Laundry cleaning	Rs. 3,000

**Additional information:**

- The proportion of using gas and electricity between Restaurant, Banqueting and Bar is 60%,25% and 15 % respectively.
- Rent and rates on the basis of floor space i.e. restaurant 50%,banqueting 40% and bar 10%
- Other expenses are apportionment in the ratio of 40%, 40% and 20% among the Restaurant, Banqueting and Bar department.

**Required:** Departmental profit and loss account

[5]

9. Prepare guest ledger on the basis of following information.

Total room rent	Rs. 25,000
Lunch	Rs.8, 500
Dinner	Rs.7, 000
Cash deposited by guest	Rs.48,000
Juice	Rs.4,000
Beer	Rs.3,000
Morning Tea	Rs.1, 500
Cold coffee	Rs.1, 350
Allowance given by hotel	Rs.2,500
Laundry service	Rs.1, 400

[5]

**Required:** Guest ledger

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

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

**Additional information:**

Depreciation on plant and machinery charged during the year amounted Rs.50,000.

A part of machinery costing Rs.50, 000 at a profit 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. Describe the objectives of financial statement analysis. How does the ratio analysis technique help in the financial analysis in financial performance and position of organization ?

[5+5]

12. Consider the following information:

Depreciation per year	Rs.2,00,000
Salaries & wages per year	Rs.8,00,000
Snacks and beverages per unit	Rs 1,500
Baggage handling costs per unit	Rs.1,000
Selling price per unit	Rs.15,000

**Required:**

- a. Break-even point in units [4]
- b. Necessary sales volume in Rs or units to provide the desired net profit after tax 20% Rs 3,00,000. [3]
- c. Assuming fuel cost increases by Rs 1,50,000 and variable cost by Rs 1,500 per unit how many extra units need to be sold than in part (b) to maintain present level of profit Rs.3,00,000. [3]

13. Following income statements of a restaurant are given to you:

Product	X	Y	Z	Total
Sales Rs	18,000	15,000	25,000	58,000
Less: Variable cost Rs	10,000	8,000	12,000	30,000
Contribution Margin Rs	8,000	7,000	13,000	28,000
Less: Fixed cost Rs	6,000	9,000	2,500	17,500
Net Profit (Loss) Rs	2,000	(2,000)	10,500	10,500

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

**Required:**

- a. Should the restaurant drop or continue the Food "Y" ? [6]  
 b. What other qualitative factors is to be considered before taking such decision? Explain. [4]  
 14. a. Classify the cost on the basis of controllability. [5]  
 b. Write a short notes on Liquidity ratio analysis. [5]  
 15. The following pieces of information are extracted from the books of a hotel.

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

**Required:**

- a. Average room rent achieved  
 b. Room occupancy percentage  
 c. Double occupancy percentage  
 d. Restaurant seat turnover ratio  
 e. Yield management ratio

[3+2+2+1.5+1.5]

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

16. A Hotel has supplied the following comparative balance sheet to you:

Liabilities	Year 1	Year 2	Assets	Year 1	Year 2
Share Capital	500,000	600,000	Fixed Assets	600,000	800,000
Share Premium	50,000	60,000	Inventories	50,000	100,000
Retained earnings	100,000	150,000	Account Receivable	150,000	100,000
10% Debenture	100,000	50,000	Cash at Bank	100,000	55,000
Bills Payable	50,000	40,000			
Account Payable	100,000	150,000			
Total	900,000	1,050,000	Total	900,000	1,050,000

**Additional information:**

- a. Sales for the Year Rs.600,000  
 b. Cost of Goods sold Rs.350,000  
 c. Operating Expenses Rs.120,000(including depreciation Rs 20,000)  
 d. Fixed Asset costing Rs.20,000 sold for Rs.30,000  
 e. Fixed asset purchased For Rs.300,000  
 f. Dividend distributed Rs.20,000  
 g. Debenture is redeemed with 10% premium

**Required:**

- a. Cash flow Statement Using Direct Method [4+3+2+]  
 b. Evaluate the major sources of cash flow among the operating, investing and financing activities [2+1+2]

**THE END**

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Roll.No.....

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

Course Code: BHM 322/422  
Time: 3:00 Hours

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

Tick the best answers.

1. \_\_\_\_\_ System can be any organized combination of people, hardware, software, communications networks and data resources that collects, transforms and disseminates information in an organization.
  - a. Information
  - b. Horizontal
  - c. Integrated
  - d. Vertical
2. Which one of the followings is designed to control the operations of a computer?
  - a. User
  - b. Application Software
  - c. System Software
  - d. Utility Software
3. Which output device is used for translating information from a computer into pictorial form on paper?
  - a. Mouse
  - b. Plotter
  - c. Touch panel
  - d. Card punch
4. Summary transaction data, high-volume data, and simple models are information input characteristic of
  - a. MIS
  - b. TPS
  - c. DSS
  - d. None of the above
5. Which type of data can be stored in the database?
  - a. Image oriented data
  - b. Data in the form of audio or video
  - c. Text, files containing data
  - d. All of the above
6. Organization establishes relationship between
  - a. People, work and resources
  - b. Customer, work and resources
  - c. People, work and management
  - d. Customer, work and management
7. Which one of the followings is not a type of DSS.
  - a. Text based DSS
  - b. Knowledge-driven DSS.
  - c. Document-driven DSS
  - d. All of the mentioned above
8. Windows O/s, Linux are the examples of
  - a. Application Software
  - b. System Software
  - c. Device driver
  - d. Operating System
9. In excel, an equal (=) to sign resembles
  - a. Beginning of function
  - b. End of Line
  - c. Cell
  - d. Nothing
10. \_\_\_\_\_ is a program that allows user to scan the contents of the Internet to find Web sites or specific information of interest to them.
  - a. World Wide Web
  - b. Electronic mail
  - c. Search engines
  - d. None of the above

11. Which one of the followings is the illegal repetition of software or the illegal transfer of data from one storage medium to another?
- a. Computer virus
  - b. Software piracy
  - c. Computer crime
  - d. Malware
12. The object of access that stores the data is known as \_\_\_\_\_.
- a. Query
  - b. Table
  - c. Form
  - d. Report
13. Firewalls are to protect against
- a. Virus Attacks
  - b. Unauthorized Attacks
  - c. Data Driven Attacks
  - d. Fire Attacks
14. \_\_\_\_\_ is a form of marketing that attempts to send its messages directly to consumers, without the use of intervening media.
- a. Advertising
  - b. Multi-Level Marketing
  - c. Ambush marketing
  - d. Direct Selling
15. A nibble is also known as:
- a. A bit
  - b. A byte
  - c. A block
  - d. Half Byte

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

Answer any **EIGHT** questions:

1. What is an information system? Explain the types of information system with the help of a pyramid diagram. [2+3]
2. What do you mean by Input & Output devices? Name any three input devices. [2+3]
3. What is a computer software? Explain the types of computer software. [2+3]
4. List out the advantages of DBMS over file processing system. [5]
5. Explain the characteristics of Organization development. [5]
6. Why does e-commerce play an important role in business. Explain some business model of e-commerce. [5]
7. What are the characteristics of DSS? [5]
8. Define the following terms : [2.5+2.5]
  - a. Intellectual Property & Intellectual Property Theft
  - b. Encryption & Decryption
9. What is computer main memory? Distinguish between RAM & ROM. [5]
10. What is impact printer? Give any three examples of impact printer and their used. [2+3]

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

Answer any **THREE** questions:

11. Explain the Contemporary Approaches to Information management System. [10]
12. What is database? Explain the types of databases (Centralized & Distributed). [10]
13. What is a system software? Explain the different types of system software and their ways of working. [10]
14. What is Decision Support System (DSS)? Explain the various components of Decision Support System (DSS). [10]
15. What is computer crime? List out the reasons against cybercrime and preventive measures. [10]

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

16. Read the following case carefully and answer the questions:

A hotel named "University Inn" is changing the way of their working from manual to digital. Inside the hotel, a waiter takes an order at a table, and then enters it online via one of the six terminals located in the restaurant dining room. The order is routed to a printer in the appropriate preparation area: the cold item printer if it is a *salad*, the hot-item printer if it is a hot *sandwich* or the bar printer if it is a *drink*. A customer's meal check-listing (bill) the items ordered and the respective prices are automatically generated. This ordering system eliminates the old three-carbon-copy guest check system as well as any problems caused by a waiter's handwriting. When the kitchen runs out of a food item, the cooks send



out an 'out of stock' message, which will be displayed on the dining room terminals when waiters try to order that item. This gives the waiters faster feedback, enabling them to give better service to the customers. Other system features aid management in the planning and control of their restaurant business. The system provides up-to-the-minute information on the food items ordered and breaks out percentages showing sales of each item versus total sales. This helps management plan menus according to customers' tastes. The system also compares the weekly sales totals versus food costs, allowing planning for tighter cost controls. In addition, whenever an order is voided, the reasons for the void are keyed in. This may help later in management decisions, especially if the voids consistently related to food or service. Acceptance of the system by the users is exceptionally high since the waiters and waitresses were involved in the selection and design process. All potential users were asked to give their impressions and ideas about the various systems available before one was chosen. The hotel is also planning to go digital in the areas of running ads and making their presence online. The hotel owners are looking for interactive ways to run marketing campaigns.

- a. How would TPS, MIS and DSS help restaurant for decision making? [5]
- b. In the light of the case, describe how customer self-service technologies can be added to improve the service in the restaurant. [5]
- c. What sort of interactive ways of marketing would you suggest? [5]

**THE END**

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Roll.No.....

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

Course Code: BHM 323/423  
Time: 3:00 Hours

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

Tick the best answers.

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

11. What is start date of new fiscal year in Nepal?

- a. 1<sup>st</sup> Baishak
- b. 1<sup>st</sup> Jestha

- c. 1<sup>st</sup> Asar
- d. 1<sup>st</sup> Saun

12. If the income of consumer increased from Rs.15,000 to Rs. 20,000 then the demand for goods 'X' falls down from 20 units to 10 units, goods 'X' is .....

- a. normal
- b. giffen

- c. inferior
- d. all of the above.

13. What is inflation?

- a. Persistent and continuous increase in price level
- b. Persistent and continuous increase in price
- c. Both 'a' and 'b'
- d. None of the above

14. The meaning of CETERIS PARIBUS is:

- a. other things remaining same
- b. change in other factors

- c. both 'a' and 'b'
- d. none of the above

15. Which one expression is used to calculate total revenue?

- a.  $TR = P \cdot Q$
- b.  $TP = P + Q$

- c.  $TP = P - Q$
- d.  $TP = P^2 Q^2$

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Subject: Tourism Economics

Course Code: BHM 323/423

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. What microeconomics? Explain the features of microeconomics. [1+4]
2. Explain the role of tourism and hospitality industry in an economic development. [5]
3. What are the various factors that affect the yield travel and tourism industry? [1+4]
4. Explain the features of Tourism Products. [5]
5. Explain the concept of individual demand. [5]
6. List out the various factors of tourism demand. [5]
7. Define tourism investment. State the various factors of investment. [1+4]
8. Describe the equilibrium of monopoly firm under MR-MC approach. [5]
9. What is profit? Write down the difference between economic and accounting profits. [1+4]
10. Explain tourism multiplier. [5]

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

Answer any **THREE** questions:

11. Define microeconomics. Explain the scopes and significance of microeconomics in hospitality industry. [2+8]
12. Define tourism demand. Explain price demand with suitable examples. [2+8]
13. Explain the various types of elasticity of supply. [10]
14. What is investment appraisal? Explain the modern methods of investment appraisal. [10]
15. Explain the price and output determination under perfect competition market. [10]

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

16. The price and quantity supplied for the product of a company 'ABC' is given in the following table. On the basis of the following table, answer the question given below.

Price (Rs./hundreds)	1	2	3	4	5	6
Demand (Units/thousands)	9	10	12	16	14	15

- a. What is demand forecasting? List out the steps of demand forecasting. [5]
- b. Estimate the value supply when price is Rs. 10 and estimate the value of price when supply is 100 units. [5+5]

**THE END**

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Semester - II

Roll.No.....

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

Course Code: BHM 324/424

Time: 3:00 Hours

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

Tick the best answers.

- Yeast reacts with sugar while making dough and releases.....
  - Carbon gas
  - Carbon dioxide gas
  - Dioxide gas
  - Carbon monoxide gas
- Egg white is also known as.....
  - Yolk
  - Albumen
  - Albumin
  - None of above
- The sterilization of milk is done at temperature ..... degree celcius.
  - 85
  - 120
  - 72
  - 100
- Which one of the followings is a derivative of mayonnaise sauce?
  - Tartare
  - Demi Glaze
  - Bernay
  - Mornay
- ..... soup doesn't require any thickening agent.
  - Cream
  - Puree
  - Bisque
  - Veloute
- Croutons can be used as garnish for.....
  - Cream soup
  - Veloute soup
  - Puree soup
  - Chowder soup
- What is the French term for soup is?
  - Oeuf
  - Fromage
  - Legumes
  - Potage
- Ham generally obtained from ..... part of a pork.
  - Hind leg
  - Belly
  - Shoulder
  - Fore leg
- Potato is the types of .....
  - Flower vegetable
  - Tuber vegetable
  - Fruit vegetable
  - Root vegetable

10. The process of resting of dough to raise its size is known as

- a. Preefing
- b. Broofing

- c. Proofing
- d. Breefing

11. Skimmed milk consists..... fat content.

- a. 0.4%
- b. 0.3%

- c. 0.2%
- d. 0.1%

12. Bacteria used for preparing yoghurt is

- a. Lactobacilli
- b. Salmonella

- c. Typhie
- d. All of above

13. Which one of the followings is hard cheese

- a. Cheddar cheese
- b. Parmesan cheese

- c. Cream cheese
- d. None of above

14. Mire-poix refers to.....

- a. Sliced vegetable
- b. Mixed vegetables

- c. Roughly cut aromatic vegetables
- d. Green vegetables

15. Veal refers to younger cow below..... months.

- a. 12 months
- b. 9 months

- c. 6 months
- d. 18 months

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

Answer any **EIGHT** questions:

1. Why is garnish important in food? [5]
2. Discuss the types of vegetables with examples [5]
3. What are the different treatments given to milk? [5]
4. Enlist the ideal storage tips for egg. Prepare the diagram of egg showing its parts [2+3]
5. How can you define herbs and spices? List out any 5 examples of herbs and spices each. [1+4]
6. What are the various thickening agents used for preparing sauce? (5)
7. How do you prepare stock? [5]
8. Prepare recipe card of white stock along with preparation methods. [3+2]
9. Define pork. Discuss Ham & Bacon [2+3]
10. Explain the major functions of Bakery. List out few equipments and their used in Bakery [4+1]

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

Answer any **THREE** questions:

11. Describe the different processes involved while preparing cheese. [10]
12. Write about the different types of fruits with examples. Also list out the quality signs of fruits [7+3]
13. Define Soup. What are the basic principals of preparing soup? [10]
14. Briefly explain the different cuts of beef. [10]
15. Discuss the basic ingredients used while making bread along with their roles [10]

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

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

Menu engineering is the study of the profitability and popularity of menu items and how these two factors influence the placement of these items on a menu. It helps in the evaluation of the menu of restaurant and hotel. The goal is simple: to increase profitability per guest. Menu Engineering was developed by two Michigan State School of Hospitality professors — Dr. Michael Kasavana and Donald Smith — in the early 1980s. Today, their system has become widely accepted, used in restaurants across the country. The first step in menu engineering is determining the highest- and lowest-selling menu items, followed by figuring out which dishes are the most profitable.

The goal of menu engineering is to maximize profits by subconsciously encouraging customers to select the menu items that make the most money and steering them away from less profitable dishes. It analyzes the menu, and apply the right strategies to increase its performance. Evaluation of menu items by profitability and popularity could be done through menu engineering. Applying menu scoring methods to the menu evaluation (to ascertain whether menu changes improved profitability or not). Similarly it contributes menu to be successful and facilitates in redesigning the menu. In the same

way, menu engineering helps in comparing the cost of menu and categorize menu items according to profit and popularity levels.

Menu engineering is done by place each of your menu items into one of four quadrants or grids and determining their fate. First one is star which includes menu items that not only are the most popular but also the most profitable. Second one is plowhorses. These are the dishes that sell well but are not highly profitable. Third one is puzzle which is menu items that are the opposite of Plowhorses. They aren't popular but are highly profitable. And the last one is dogs. They are not in demand and their profit margins are minimal. These are the dishes restaurants should seriously consider deleting from the menu.

**Questions:**

- a. Menu engineering is one of the effective tools for evaluating the Menu of Restaurant. Give your idea. [5]
- b. Why should menu engineering be practiced by hotels and restaurants? [5]
- c. How can you evaluate menu by using menu engineering through four grids? [5]

**THE END**



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

Roll.No.....

Subject: Food and Beverage Service II

Course Code: BHM 325/425

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

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

*Tick the best answers.*

- The specialized service is also known as .....
  - Butler service
  - Gueridon service
  - Centralized service
  - Room service
- The .....room service offers very limited number of food and beverage items to be served in really quick time.
  - Centralized Room service
  - Breakfast room service
  - Decentralized room service
  - Turn down service
- The ..... equipment comes under the room service equipment.
  - Trays
  - Trolley
  - Crockery
  - All of the above
- The menu that are available for late night dining and are usually only valid from 11:00pm-6:00am is known as.....
  - Brunch
  - Lunch
  - Dinner
  - Supper
- The term Gueridon is known as..... service.
  - Stand by service
  - Room service
  - Moveable service
  - Counter service
- The trolley which helps carry more than ten appetizers is known as..... Trolley.
  - Salad Trolley
  - Hors d'oeuvre Trolley
  - Cheese Trolley
  - Flambe Trolley
- The people use to choose restaurant because of ..... reason:
  - Location
  - Quality
  - Cleanliness
  - All of the above
- The American service is also known as .....
  - Platter service
  - French service
  - Pre-plated service
  - Silver service
- The food and beverage service control measure is .....
  - KOT/BOT
  - Travel cheque
  - Voucher
  - All of the above
- Latakia is the strong varieties of.....
  - Cigar
  - Cigarette
  - Tobacco
  - Perique

11. The abbreviation of Claro cigar stands for.....:
- a. CCC
  - b. CC
  - c. C
  - d. CM
12. The famous brand name of Cigarette is.....
- a. Camel
  - b. Dunhill
  - c. Winston
  - d. All of the above
13. The Cider is a ..... alcoholic beverage.
- a. Distilled
  - b. Compound
  - c. Fermented
  - d. All of the above
14. The Tea & Coffee is originally discovered in ..... countries.
- a. China/Ethiopia
  - b. China/Brazil
  - c. China/Nepal
  - d. China/India
15. The ingredients which gives beer taste like beer(bitter).....
- a. Barley
  - b. Hops
  - c. Water
  - d. Yeast

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

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

Answer any **EIGHT** questions:

1. Define French service. What are the attributes of French service? [2+3]
2. What are the duties and responsibilities of room service manager? [5]
3. Define room service with its types. [5]
4. Why do people prefer to eat out rather than at home? [5]
5. What do you mean by Suggestive Selling Skills? Explain with its selling process. [2+3]
6. Define Beverage and classify it with examples. [2+3]
7. Define Gueridon service. What are the advantages and disadvantages of Gueridon service? [2+3]
8. Define coffee with its types. [2+3]
9. Define tea with its serving process. [2+3]
10. What is trolley service in hotel? Explain various trolleys used in hotel. [2+3]

**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. [5+5]
12. Define beer. Explain with its making process. [4+6]
13. What are the considerations that people follow while choosing restaurant? [10]
14. What are the different types of services used in hotel? [10]
15. How do you understand Guest Service? How can you improve the meal experience of your guests? [4+6]

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

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

Cigar/Cigarette

Cigar is the most expensive form of tobacco as they are only made from the finest and best quality tobacco leaves that have been cured slowly and fermented and made only from the natural leaves. These are made in cylindrical shape with the help of wooden mound (Torpedo). The best tobacco leaves for the production of cigars are obtained from Cuba, and Havana. In fact, the name Havana itself is given for the cigar name. Other best cigars are from Jamaica and West Indies. The good quality cigar comes from Mexico, Holland, and Russia. Cigar should be stored at between 15°C to 20°C and should have the humidity in between 55 % to 60 %. The color of cigar varies from golden brown to dark brown. Cigars are made either man made or machine made but hand-made cigars are considered best quality cigars compared to machine made ones. Some of the brand name of cigar are Romeo – e – Juliet, Bock, Henry Clay, La Corona, La Tropicana, La Indicia, Harry's Jamaica, Churchill, Lansdale, Margarita, etc. Cigarette is the product made from the finest quality of tobacco leaves, which are rolled in a special tissue paper which may or may not have a filter. While processing the tobacco for the cigarette, the

leaves are dried to dehydrate the moisture content in it. The dried leaves are shredded by machine, rolled and allowed to mature. The leaves turn brown and pliable then machine rolls the tobacco in special tissue paper and then cut in to required size. The cigarettes are dried for 24 hours and then mechanically packed. Cigarettes made from Virginian tobacco are considered to be the best while Turkish cigarettes are the most aromatic and expensive. Egyptian and Russian cigarettes are best appreciated after a meal due to the strong tobacco used in them.

**Questions:**

- a. Explain the serving procedure of cigar
- b. Enlist the five brand names of cigar.
- c. What are the different parts of cigarette?

[5]

[5]

[5]

**THE END**

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Bachelor of Hotel Management (BHM)  
Semester - II

Roll.No.....

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

Course Code: BHM 326/426  
Time: 3:00 Hours

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

Tick the best answers.

- In bed making process for decorative purpose the linen is used for:  
a. runners  
b. bed spreads  
c. blankets  
d. bed sheets
- Tumbler is a type of equipment found in  
a. Laundry  
b. Dry cleaning  
c. Gardening  
d. none of the above
- Which one of the following types of the floors is the most durable?  
a. Hard floors  
b. Parquet floors  
c. Linoleum floors  
d. Asphalt floors
- An example of indoor garden is  
a. Rock garden  
b. Water garden  
c. Hydroponic garden  
d. Formal garden
- In dry cleaning articles are washed in cleaning solvent like:  
a. water  
b. chlorine  
c. perchlorethylene  
d. bleach
- Which one flowering arrangement is the best suited for a reception counter or desk?  
a. Vertical arrangement  
b. Crescent arrangement  
c. Triangular arrangement  
d. None of the above
- 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
- Laundry chemicals, which keep fabrics looking new and colors close to their original shade are:  
a. fabric brighteners  
b. fabric softeners  
c. bleach  
d. detergent
- 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
- After laundering, linens should rest on storage shelves for \_\_\_\_\_ hours  
a. 8 hrs  
b. 16 hrs  
c. 24 hrs  
d. 48 hrs

11. Plant species that survive indoors are:

- a. orchids
- b. lillies

12. The materials used for flower arrangement are:

- a. chicken wire
- b. flower foam

13. Items include in operational budget are:

- a. guest supplies
- b. vacuum cleaners

14. What are the points to be kept in mind while selecting uniform for hotel?

- a. Standard of organization
- b. Looking the staff

15. Black color flower represents

- a. mildness
- b. purity

- c. bamboo
- d. all of above

- c. flower adhesive
- d. all of the above

- c. furniture & Fixtures
- d. machines

- c. Budget
- d. Value

- c. mysticism
- d. cheerfulness

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Full Marks: 100 Pass Marks: 50

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

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

Answer any EIGHT questions:

1. Explain the different types of linen used in hotel. [5]
2. Determine the productivity standard to clean a guest room. [5]  
Given,  
Shift hours – 9 hours  
Tea/Coffee breaks – 15 minutes  
Lunch break - 30 minutes
3. What are the laundry equipment and agents used in Housekeeping department? [5]
4. Explain the process of dry cleaning. [5]
5. How do you remove the following stain? [5]
  - Blood stain
  - Curry stain
  - Coffee stain
  - Ink stain
  - Rust stain
6. Explain the different types of flower arrangement. [5]
7. Write down the issue and exchange procedure of uniforms. [5]
8. What is budget. Explain with examples. [5]
9. Write short notes on: a) Par stock                      b) Green house & its used
10. What are the types of contracts handled by the housekeeping department? Give the advantages of contract cleaning. [5]

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

11. Define Linen room. Explain different types of Linen used in Hotel. [10]
12. Draw the neat layout of laundry and explain the flow process of laundry. [10]
13. Define Gardening. Explain different types of outdoor gardening. [10]
14. Explain basic importance of flower arrangement in a hotel. [10]
15. Define Carpet and explain construction of carpet. [10]

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

16. Read the following case carefully and answer the questions:

Good relationships with all vendors in a hotel's supply chain are critical for smooth, efficient operations. With laundry, the stakes are higher than with many others; encountering stained linens or being forced to wait for towels can sour a guest's experience of a hotel. In this article, we take a close look at what a great hotel-laundry relationship looks like through a case study of the relationship between a large hotel and their commercial laundry contractor. We identify the principles underlying this successful partnership and what it means for hotels looking to close an on-premise laundry or select a new laundry provider.

Hotel guests don't usually spend a lot of time thinking about laundry-unless, of course, they have run out of towels. But they enjoy that luxury because housekeeping managers and other hotel managers devote resources to keeping soiled and clean linens flowing seamlessly in and out of the housekeeping closets and carts. For an increasing number of hotels, the secret to this success is a relationship with a commercial laundry services provider who launders, inspects and manages linens, sometimes under a rental agreement.

For a clean and seamless guest experience, that working relationship needs to be a strong, collaborative one. It requires shared quality standards, consistent communication and a mutual commitment to sustainability. To demonstrate that sort of relationship, I spoke with hotel leaders and the laundry providers that serve them. I hope the results can provide a roadmap to other hotels looking to close on-premise laundries (OPLs), change laundry providers or simply make the most of their outsourced laundry services.

#### Questions

- a. Why is laundry section important in a hotel? [5]
- b. Write down the disadvantages of contract laundry at hotel. [5]
- c. How is good relationship maintained by hotel and laundry section to make the customer satisfied? [5]

**THE END**