

Scanned

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

2

Roll.No.....

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

Course Code: BHM 425/325
Time: 3:00 Hours

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

Tick the best answers.

1. The service that is practiced in room is known as.....service.
a. centralized service
b. buffet service
c. gueridon service
d. counter service
2. The late-night meal is also known as:
a. brunch
b. lunch
c. dinner
d. supper
3. Gueridon service is also known as:
a. movable service
b. room service
c. self service
d. buffet service
4. The meeting of staff which is done by the supervisor before the work starts is term as:
a. briefing
b. debriefing
c. gathering
d. workshop
5. The people choose the restaurant for the benefit of:
a. discount
b. money
c. fixed menu
d. quality
6. Menu is regarded as.....
a. control measure
b. marketing tools
c. bill of fare
d. all of the above
7. Latakia is the strong varieties of.....
a. cigar
b. cigarette
c. tobacco
d. perique
8. The abbreviation of Claro cigar stands for.....
a. CCC
b. CC
c. C
d. CM
9. The famous brand name of Cigarette is.....
a. camel
b. dunhill
c. winston
d. all of the above
10. The Cider is a alcoholic beverage.
a. distilled
b. compound
c. fermented
d. all of the above
11. The tea as well as coffee is originally discovered in countries.
a. China/Ethiopia
b. China/Brazil
c. China/Nepal
d. China/India
12. The ingredients which give beer taste like beer(bitter).....
a. barley
b. hops
c. water
d. yeast

13. The specialized service is also known as
- a. butler service
 - b. gueridon service
 - c. centralized service
 - d. room service
14. The trolley which helps to carry more than ten appetizers is known as..... Trolley.
- a. salad trolley
 - b. hors d'oeuvre trolley
 - c. cheese trolley
 - d. flambe trolley
15. The American service is also known as
- a. platter service
 - b. French service
 - c. pre-plated service
 - d. silver service

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

Answer any **EIGHT** questions:

1. Define food and beverage service. Write the different types of room service menu.
2. What do you mean by Gueridon Service? Describe the different types of Trolley used in F&B department.
3. What are the advantages and disadvantages of Gueridon Service?
4. Distinguish between the product and service.
5. Enumerate 10 reasons why people dine in a restaurant.
6. What do you understand by F&B Service standard & control? Justify with its objectives.
7. Define coffee with its types.
8. Define service with its types.
9. What are the different parts of cigar/cigarette?
10. Enlist the brand names of cigar/cigarette

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

Answer any **THREE** questions:

11. Define beverage & classify it with examples.
12. What do you mean by KOT/BOT & bill? Draw the specimen of KOT/BOT & bill.
13. What do you mean by suggestive selling technique? Explain, in detail, the process with relevant examples.
14. What are the duties and responsibilities of F&B controller?
15. What are the servicing procedure of beer?

SECTION D: CASE STUDY (15 MARKS)

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

About Restaurant

Restaurant is one of the important outlets where guests can enjoy their meal in a hospitable behavior. It comes under the Food and Beverage Department which is one of the major operating departments of hotel and it is also regarded as a second largest revenue generating department of hotel. So, to satisfy the guest with hospitality service the in charge of restaurant should have good qualities and etiquettes and to operate restaurant effectively the restaurant manager should have the key responsibilities like he/she should attend the briefing before the restaurant operate and give a feedback to his/her staff after the work is completed, in spite of this the manager should maintain the standard of the restaurant to give standard service he/she should maintain the restaurant environment and well equipped side station due to which the service can be standard which leads to fulfill the desire of guests as well as the staffs of restaurant should have a good salesmanship.

Question:

- a. What are the elements to maintain the standard of restaurant?
- b. Why is the Dummy Waiter necessary in a restaurant?
- c. What are the attributes of restaurant staffs?

THE END

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Roll.No.....

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

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

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

Tick the best answers.

- Which one of these is not foliage?
 - Fern
 - Gerberas
 - ivy
 - Palm
- Which garden equipment is used for digging flower beds?
 - Hoe
 - Pitch fork
 - Shears
 - Shovels
- Which one of the followings is not a classification of stain?
 - Vegetable stain
 - Rust stain
 - Mineral stain
 - Animal stain
- An example of indoor garden is
 - rock garden
 - water garden
 - hydroponic garden
 - formal garden
- In dry cleaning articles are washed in cleaning solvent like
 - water
 - chlorine
 - perchloroethylene
 - bleach
- Which one of the followings is the greatest drawback to wool carpeting?
 - Resiliency
 - durability
 - Price
 - Ease of cleaning
- A valet is a staff of laundry who _____
 - cleans guest clothes
 - collects and delivers guest clothes
 - irons the linen
 - sorts the damaged linen
- Laundry chemicals, which keep fabrics looking new and colors close to their original shade are
 - fabric brighteners
 - fabric softeners
 - bleach
 - detergent
- Coffee stain is removed by
 - borax
 - methylated spirit
 - hydrogen peroxide
 - detergent
- After laundering, linens should rest on storage shelves for _____ hours
 - 8 hrs
 - 16 hrs
 - 24 hrs
 - 48 hrs

11. Plant species that survive indoors are
- a. orchids
 - b. lillies
 - c. bamboo
 - d. all of the above
12. The materials used for flower arrangement are
- a. chicken wire
 - b. flower foam
 - c. flower adhesive
 - d. all of the above
13. Items include in operational budget are
- a. guest supplies
 - b. vacuum cleaners
 - c. furniture & fixtures
 - d. machine
14. An authorization letter is required from _____ department to issue uniform to new employee
- a. account
 - b. housekeeping
 - c. human resource
 - d. front office
15. Yellow color flower represents the
- a. mildness
 - b. purity
 - c. mysticism
 - d. cheerfulness

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

Answer any **EIGHT** questions:

1. Define linen and explain the types of linen with its examples. [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. Explain the different types of laundry equipment and their uses. [5]
4. Explain the process of dry cleaning. [5]
5. How do you remove the following stain? [5]
 - Blood stain
 - Alcohol stain
 - Tea stain
 - Ink stain
 - Chewing gum
6. Explain different types of flower arrangement. [5]
7. What are the points to be kept in mind while selecting uniform for hotels? [5]
8. Define budget. Explain the types of budget. [5]
9. Write short notes on: [2.5+2.5]
 - a. Garden fertilizer
 - b. Green house & its used
10. Define duty roster. Write down the points to be considered while preparing duty roster. [5]

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

11. Define uniform. Write down the care and storage of uniform. [10]
12. Draw the neat layout of laundry and explain the flow process of laundry. [10]
13. Draw the layout of linen room. Explain the location and function of linen room. [10]
14. Explain the basic principles and rules for bouquet and flower arrangement. [10]
15. Define carpet. Explain the types of carpet on the basis of fabric and write down the care and maintenance of it. [10]

SECTION D: CASE STUDY (15 MARKS)

16. Read the following case carefully and answer the questions:
Lizzie Varghese, a room maid with Hotel Royal Dream Pavilion, was busy cleaning room No. 224 at 3.20 p.m. She was a perfectionist and was one of the best workers in the housekeeping department of the hotel. While she felt a sudden shiver run through her whole body. She was wondering where it was her imagination or a real shock. When she felt it the second time, she realized that it was an electrical shock. It was nearing tea-time at the staff cafeteria and she thought of raising a maintenance work order after tea. She wound up her work and made her way to the staff cafeteria.

Lizzie met Jonny Kurien, the maintenance supervisor, at the cafeteria. She had an excellent rapport with him. Whilst having tea, she mentioned the problem in Room no. 224. Jonny told her that this was a minor problem and promised he would attend to it immediately.

Lizzie got back to her floor after tea and continued servicing the other room as there was an important group check in at 4:30 PM. Johnny wanted to finish off this job as early as possible, since he was doing a first shift and had promised to take his family out for their monthly shopping trip.

The group checked in at 4:30 PM as per schedule. The group leader, Mr. Thakur, occupied room no. 224. After a quick shower, Mr. Thakur switched on the hair dryer. He got a severe shock that left him stunned. On recovering, he felt that this was not the hotel he should have brought his group to and he decided he would never make the same mistake again.

Questions:

- a. Who was/were responsible for Hotel Royal Dream Pavilion losing any potential future business from this leader? [5]
- b. What procedures should have been followed by those responsible for the loss? [5]
- c. How can the hotel recover Mr. Thakur's good will? And Are the superiors in the housekeeping department responsible for the loss in any way? [5]

THE END

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Roll.No.....

Subject: Accounting for Financial Decision Making and Control

Course Code: BHM 421/321

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

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

Tick the best answers.

1. Short term loan, advance incomes are:
 - a. current assets
 - b. fixed assets
 - c. intangible assets
 - d. current liabilities
2. What is margin of safety in unit if total sales is 15,000 units and break even sales is 10,000 units?
 - a. 5,000 units
 - b. 10,000 units
 - c. Rs. 5,000
 - d. Rs. 35,000
3.is the concept in which the owners are considered to be different from the business.
 - a. Business entity concept
 - b. Money measurement concept
 - c. Going concern concept
 - d. Accounting period concept
4. The cost which is not changed as per output is:
 - a. fixed cost
 - b. variable cost
 - c. total cost
 - d. infeasible cost
5. An example of cash flow from investing activity is:
 - a. receipt of cash from the issuance of share capital
 - b. payment of cash to refund loan.
 - c. receipt of cash from the sale of equipment.
 - d. payment of cash to suppliers for inventory.
6. All of the followings are loans except:
 - a. motor vehicle
 - b. loan to buy equipment
 - c. debenture
 - d. account payable
7. Internal user of financial information includes all of the following except:
 - a. employee
 - b. manager
 - c. creditors
 - d. board of directors
8. Which 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
9. An item is subject to a 30% trade discount. Its list price is Rs 2,000. What is the sale price?
 - a. Rs.200
 - b. Rs.800
 - c. Rs.1 000
 - d. Rs.1 400

10. All of the followings are the functions of accounting except:
- a. reporting the financial results of a business
 - b. upgrading the quality of products
 - c. formulating plans for a firm
 - d. evaluating performance
11. Cost accounting emerged mainly on account of:
- a. statutory requirements
 - b. competition in the market
 - c. labor unrest
 - d. limitations of financial accounting
12. Determine contribution margin in rupees if variable cost ratio is 40 % and sales for the period is Rs. 60,000.
- a. Rs. 24,500
 - b. Rs. 30,000
 - c. Rs. 36,000
 - d. Rs. 37,500
13. All of the following cash activities listed on the cash flow statement except:
- a. Operating Activities
 - b. Purchasing Activities
 - c. Investing Activities
 - d. Financing Activities
14. Variable cost ratio is:
- a. variable cost / sales
 - b. contribution margin/sales
 - c. 1- contribution margin ratio
 - d. both (a) and (c)
15. The margin of safety is a term best described as the excess of:
- a. contribution margin over fixed expenses
 - b. total expenses over the breakeven point
 - c. sales over the breakeven point
 - d. sales over total costs

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

Answer any **EIGHT** questions:

1. Highlight the importance of tourism and hospitality accounting in present context. [5]
2. Differentiate between guest and city ledger. [5]
3. Write short notes on: [2.5+2.5]
 - a. Matching concept of accounting
 - b. Money measurement concept of accounting
4. Explain the major and minor revenue generating department of hotel with examples. [2.5+2.5]
5. A hotel furnishes the following information. [5]
 - i) Sales

a. Rooms	Rs. 7,50,000
b. Restaurant	Rs. 6,25,000
c. Bar	Rs.4,00,000
 - ii) Cost of sales

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

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

a. Rooms	Rs. 2,00,000
b. Restaurant	Rs. 50,000
c. Bar	Rs.30,000
 - v) Other Expenses.

a. Gas and Electricity	Rs.90,000
b. Rent and Rates	Rs.1,20,000
c. Interest	Rs. 60,000
d. Miscellaneous Expenses	Rs.1,00,000

Additional information :

- The proportion of using gas between rooms ,restaurant and bar is 3:2:1
- An interest expense is related to bar department only.
- A rent expense is equally distributed.

- Other expenses are apportionment in the ratio of 20% , 30% and 50% among the room , restaurant and bar departments.

Required: Departmental profit and loss account

6. Explain the limitations of break even analysis. [5]
 7. The followings are the operating results of a company for the last two periods are as follows. [5]

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

Required: i) Annual fixed and variable cost

[2.5+2.5]

8. State the limitations of ratio analysis. [5]
 9. Prepare guest ledger on the basis of following information.

Total room rent	Rs.15,000
Lunch	Rs.8,500
Dinner	Rs.7,000
Cash deposited by guest	Rs.50,000
Juice	Rs.4,000
Beer	Rs.3,000
Morning tea	Rs.1,500
Cold coffee	Rs.1,600
Allowance given by hotel	Rs.4,000
Laundry service	Rs.2,500

Required: Guest ledger

[5]

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	3,00,000	5,00,000
Investment.....	1,00,000	50,000

Additional information:

Depreciation on plant and machinery charged during the year amounted Rs. 40,000. A part of machinery costing Rs.50,000 sold at a loss of Rs. Rs.10,000.

Required: Cash from investing activities

[5]

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

Answer any **THREE** questions:

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

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

- g. Operating expenses Rs.100,000
- d. Fixed asset costing Rs.20,000 sold for Rs.30,000
- e. Fixed asset purchased for Rs.300,000
- f. Dividend distributed Rs.20,000
- g. Debenture is redeemed with Rs. 10,000 premium.

[4+3+2+1]

Required: Cash flow statement using direct method

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

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

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

Required: a) Should the restaurant drop or continue the Food "X"?

[6]

b) What other qualitative factors is to be considered before taking such decision?

[4]

13. a) Classify the cost on the basis of controllability.

[5]

b) Write a short note on ratio analysis.

[5]

14. The following information is extracted from the books of a hotel.

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

Required:

[5+2+1+1+1]

a. Average room rent achieved

d. Restaurant seat turnover ratio

b. Room occupancy percentage

e. Yield management ratio

c. Double occupancy percentage

15. A pizza house manufactures 10,000 units of pizza at a total cost of Rs.21 per unit and detail information regarding production is as follows.

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

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

Required:

a. Should the Pizza be made or bought from the market?

[6]

b. If the Pizza is purchased from the market then the machine can be hired out at Rs.21,000

Recommend which one of the alternatives is profitable?

[4]

SECTION D: CASE STUDY (15 MARKS)

16. Qatar Airways furnishes you the following information:

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

Required:

- Cost volume and contribution ratio [2+2]
- Break-even point in number of passengers (units) [3]
- Necessary sales volume in Rs or units to provide the desired net income Rs 5, 00,000. [3]
- Assume that Qatar Airways normally carries 100 passengers only and Airline's desired income is Rs 5,00,000 as stated in part (b) by how much ticket prices would have to be increased in Rs and in percentage.? [2]
- Assuming fuel cost increases by Rs.1,50,000 and variable cost by Rs 1,500 per passenger how many extra tickets need to be sold than in part (b) to maintain present level of earnings Rs.5,00,000. [3]

THE END

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Roll.No.....

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

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

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

Tick the best answers.

1. What are the different components of an information system?
 - a. Hardware, Software, and Networking
 - b. Database, Networking, and Storage
 - c. Hardware, Software, Data, People, and Procedures
 - d. Hardware, Networking, and Procedures
2. What is the purpose of Management Information Systems (MIS)?
 - a. To manage computer hardware and software
 - b. To manage the organization's data and information
 - c. To provide decision-making support to managers
 - d. To automate routine tasks in the organization
3. What is the main difference between impact printer and non-impact printer?
 - a. Impact printer prints in color and non-impact printer prints in black and white
 - b. Impact printer makes noise and non-impact printer does not make noise
 - c. Impact printer creates physical contact with the paper while printing and non-impact printer does not create physical contact
 - d. Impact printer is faster than non-impact printer
4. What are the various types of information system?
 - a. Transaction processing systems, Management Information Systems, and Decision Support Systems
 - b. Operating Systems, Databases, and Application Software
 - c. Word Processing, Spreadsheet, and Presentation Software
 - d. E-commerce, CRM, and SC
5. What is the primary function of an operating system (OS)?
 - a. To store data
 - b. To process data
 - c. To manage the hardware and software resources of a computer
 - d. To display output
6. The list of coded instructions is called
 - a. computer program
 - b. algorithm
 - c. flowchart
 - d. utility programs

7. What is a database?
 - a. A collection of data organized in a specific way
 - b. A software program used to manage a database
 - c. A hardware component used to store a database
 - d. A process for organizing data
8. Which one of the followings is not a type of cybercrime?
 - a. Identity theft
 - b. Phishing
 - c. Denial of Service (DoS) attack
 - d. Email forwarding
9. What is the primary role of an information system in an organization?
 - a. To make all the decisions
 - b. To delegate tasks to others
 - c. To provide accurate and timely information to support decision-making
 - d. To compete with other information systems
10. What are the various components of Decision Support System (DSS)?
 - a. Database, Model Base, User Interface, and User
 - b. Hardware, Software, and Networking
 - c. Input, Output, Processing, and Storage
 - d. CPU, RAM, and ROM
11. What is customer self-service?
 - a. When customers serve themselves food in a restaurant
 - b. When customers perform routine tasks or transactions without the help of an employee
 - c. When customers provide feedback to the company
 - d. When customers pay for a service in advance
12. Which one of the ecommerce types does online marketplace belongs to?
 - a. B2C
 - b. C2C
 - c. C2B
 - d. B2B
13. What is encryption and decryption?
 - a. The process of converting readable data not into unreadable data and back
 - b. The process of converting digital data into analog data and back
 - c. The process of converting of converting readable data in to cryptic text and vice versa
 - d. The process of converting of human readable data in to machine code and vice versa
14. Which one of the followings is not a feature of Microsoft Excel?
 - a. Spreadsheet creation and manipulation
 - b. Mathematical and statistical analysis
 - c. Data visualization and charting
 - d. Database management and querying
15. What is the purpose of a Microsoft access query?
 - a. To create forms
 - b. To enter and view data
 - c. To design reports
 - d. To retrieve specific data from a database

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Course Code: BHM 422/322

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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. What is information system? What are the different types of information systems?
2. How do organizations use information systems to gain a competitive advantage in Hospitality Sector?
3. What are the differences between RAM and ROM?
4. What is an operating system? What are the major functions of an operating system?
5. Describe the relationship between organizations and information systems.
6. Explain database and their types.
7. What are the benefits and drawbacks of the Internet for individuals and society?
8. What is direct sales? List the advantages of direct selling.
9. What are the different types of computer crimes?
10. Write short notes on:
 - a. Future trends and developments in e-commerce
 - b. Input & Output Devices

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

Answer any **THREE** questions:

11. Explain the contemporary approaches to Information System.
12. What are the key components of a decision support system (DSS), how does it work, and what are the different types of DSSs and how do they differ?
13. What is direct selling and how does it differ from traditional retail sales models?
14. Differentiate between centralized database and distributed database.
15. Why are college students at a higher risk of identity theft and what steps can they take to minimize the risk of becoming a victim of identity theft?

SECTION D: CASE STUDY (15 MARKS)

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

The Mist Hotel is a four-star establishment situated in a busy city center. Although the hotel has a loyal customer base and has been operating for several years, its occupancy rates have been decreasing in recent months. To address this issue, the management team has decided to invest in new hardware, software, and information systems, as well as implement new marketing strategies to boost bookings and enhance the guest experience. You have been recruited as a new manager, and your first task is to collaborate with the IT team and various hotel departments to identify specific requirements and create a list of necessary hardware and software. Upgrading the slow and unreliable front-desk system is one of the hotel's top priorities, followed by implementing new point-of-sale (POS) systems in the hotel's restaurants and bars to improve transaction processing speed and efficiency. Additionally, you have recommended upgrading the outdated property management system (PMS) to one that offers better features and integration with other systems. The hotel has also decided to implement new marketing techniques, including digital marketing, loyalty rewards, referral programs,

and package deals to boost bookings. As a manager, your responsibility is to research and evaluate several options, narrow down the choices, and present the recommendations to the management team, who will make the final decision on the hardware and software to be purchased. As a new manager at The Mist Hotel,

- a. What criteria would you use to select the necessary hardware and software to upgrade the hotel's front-desk system, point-of-sale systems, and property management system?
- b. Additionally, what features would you suggest adding to the property management system in terms of transaction processing systems (TPS), management information systems (MIS), and decision support systems (DSS)?
- c. Lastly, how could specify the organization objectives and responsibility as a manager?

THE END

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

Roll.No.....

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

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

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

Tick the best answers.

- Who is known as father?
 - Alfred Marshall
 - J.M. Keynes
 - Adam Smith
 - None of the above
- Price elasticity of perfectly inelastic supply is:
 - one
 - zero
 - negative
 - positive
- Which one of followings expression represents average product?
 - $AP = TP_n - TP_{n-1}$
 - $AP = TP/Q$
 - $AP = TP * Q$
 - $AP = TP * MP$
- Which one of followings statement is correct?
 - Economics is art only
 - Economics is science only
 - Economics is both art and science
 - None of the above
- The value of unitary elastic supply is.....
 - greater than one
 - less than one
 - equal to one
 - zero
- What is demand forecasting?
 - Predicting future demand based on past trends
 - Predicting future demand without past trends
 - Both 'a' and 'b'
 - None of the above
- Generally there are types of income elasticity of demand:
 - 3
 - 4
 - 5
 - 6
- In economics Y stands for
 - yields
 - income
 - rate of interest
 - investment
- The relationship between demand and price of Giffen goods is
 - negative
 - zero
 - positive
 - one
- Which one of the followings is the subject matter of microeconomics?
 - National Income
 - Price
 - Inflation
 - All of above
- The average staying days of tourist in Nepal is about.
 - 14
 - 15
 - 15.5
 - 16.5

12. Which one expression is used as a formula of total revenue?
- a. $TR = P \cdot Q$
 - b. $TR = P + Q$
 - c. $TR = P - Q$
 - d. $TR = PQ - 2$
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. Meaning of CETERIS PARIBUS
- a. Other things remaining the same
 - b. Change in other factors
 - c. Both 'a' and 'b'
 - d. None of the above
15. Which one of following expressions is valid for monopoly market?
- a. $AR = P > MR$
 - b. $AR = TR = MR$
 - c. $TR = AR + MR$
 - d. $AR = MR = P$

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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 Economics. Explain the nature of Economics. [5]
2. Explain the various recreational tourism. [5]
3. Describe the features of natural tourism product. [5]
4. Describe the importance of tourism for the economic development of Nepal. [5]
5. Explain the law of demand with the help of a table and a diagram. [5]
6. Explain the relationship between the leisure recreation and tourism. [5]
7. What is tourism demand? Write down the differences between the demand and desire. [5]
8. Define profit. Write down the differences between the economic profit and accounting profit. [5]
9. Explain the equilibrium of monopoly firm with the help of MR- MC approach. [5]
10. What are the various challenges of tourism industry? Explain. [5]

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

Answer any **THREE** questions:

11. Define elasticity of supply. Explain the various types of elasticity of supply. [10]
12. Define microeconomics. Explain the meaning, scope and significance of microeconomics. [10]
13. Explain various types of income elasticity of demand. [10]
14. Explain the price and output determination under perfect competition. [10]
15. What are the factors affecting tourism development in Nepal after the pandemic? How do we bring Tourism back better? [10]

SECTION D: CASE STUDY (15 MARKS)

16. We have following table. Based on given information answer the following questions.

Price of product (Rs)	Demand of A	Demand B	Demand of C	Market Demand
5	10	11	13	-
10	8	9	11	-
15	6	7	9	-
20	4	5	7	-
25	2		5	-

- a. Demand individual demand and market demand. Calculate the value of market demand from the above information. [1+1+1]
- b. Draw the individual demand curve of individual 'B' and also explain the diagram. [4]
- c. After calculating the market demand derive market demand curve from the above data and also explain the nature of market demand in detail. [8]

THE END

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

Roll.No.....

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

Course Code: BHM 424/324
Time: 3:00 Hours

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

Tick the best answers.

1. Major source of carbohydrate is
 - a. pulses
 - b. cereals
 - c. poultry
 - d. none of the above
2. Tomato falls under.....
 - a. flower vegetables
 - b. tubers vegetables
 - c. fruit vegetables
 - d. root vegetables
3. Albumin in egg is.....
 - a. egg white
 - b. shell
 - c. yolk
 - d. none of the above
4. What is the French term for stock?
 - a. oeuf
 - b. fromage
 - c. legumes
 - d. le fond
5. Which one of the followings is a derivative of espagnole sauce?
 - a. Mornay
 - b. Demi Glaze
 - c. Napolitana
 - d. Cream
6. soup doesn't require any thickening agent.
 - a. Cream
 - b. Bisque
 - c. Puree
 - d. Veloute
7. Crouton refers to
 - a. deep fried cube cut bread
 - b. bread
 - c. brown bread
 - d. french bread
8. Pasteurization is done at temperature degreecelcius.
 - a. 62
 - b. 82
 - c. 92
 - d. 72
9. produces carbon dioxide while making bread.
 - a. Water
 - b. Yeast
 - c. Bread Improver
 - d. Butter
10. Whole milk consists..... fat content.
 - a. 4.9%
 - b. 5.9%
 - c. 3.9%
 - d. 2.9%

11. The bacteria used for preparing yoghurt is
- a. lactobacilli
 - b. salmonella
 - c. typhie
 - d. all of the above
12. Which one of the followings is soft cheese?
- a. Parmesan cheese
 - b. Cheddar cheese
 - c. Blue cheese
 - d. Cream cheese
13. Mire-poix refers to.....
- a. brunoise cut vegetable
 - b. roughly cut aromatic vegetables
 - c. mixed vegetables
 - d. green vegetables
14. Which one of the followings is not a type of soft fruit?
- a. Blackberry
 - b. Blueberry
 - c. Pears
 - d. Gooseberry
15. Chicken stock is simmered for about.....
- a. 1 - 2 hours
 - b. 2 - 3 hours
 - c. 3 - 4 hours
 - d. 5 - 6 hours

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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. How are the different types of accompaniments highly required while serving various dishes? [5]
2. Discuss the different types of milk. [5]
3. Explain the parts of egg along with a diagram [5]
4. List out any 10 herbs and spices each used in a professional kitchen. [5]
5. Give details on the types of fruits with examples. [5]
6. What are the various types of commodities used in a kitchen? [5]
7. Explain the various types of stock. [5]
8. Briefly explain the tenderloin [5]
9. Define pork. Discuss Ham & Bacon [2+3]
10. Discuss the basic ingredients used while baking bread. [5]

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

Answer any **THREE** questions:

11. Discuss the types of vegetables with examples along with its storage tips. [8+2]
12. Give details on Brown stock along with recipe & preparation methods. [3+7]
13. Explain the different stages of manufacturing cheese. [10]
14. Define sauce. Explain the various types of sauce mentioning any two derivative sauce of each. [2+6+2]
15. Briefly explain the different cuts of beef. [10]

SECTION D: CASE STUDY (15 MARKS)

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

Chocolate is a popular treat enjoyed by people all over the world. Made from cocoa beans, chocolate is a rich, flavorful food that can be enjoyed in many different forms, from bars and truffles to hot cocoa and cakes. One of the reasons why chocolate is so beloved is its unique taste and texture. Depending on the type of chocolate and how it is prepared, it can be sweet or bitter, smooth or crunchy, and have a range of flavors, such as fruity, nutty, or floral.

In addition to its taste, chocolate has been found to have a number of potential health benefits. Cocoa, the main ingredient in chocolate, contains flavanols, which are a type of antioxidant that has been linked to a range of health benefits, such as improved heart health and cognitive function. In addition, chocolate is a source of iron, magnesium, and other minerals, which are important for overall health and wellbeing. However, it is important to note that many types of chocolate contain added sugar and other ingredients, which can be unhealthy in large amounts.

The production of chocolate is a complex process that involves several steps, including harvesting, fermenting, drying, roasting, grinding, and conching. The final product is influenced by a range of

factors, such as the type of cocoa beans used, the roasting temperature, and the amount of sugar and other ingredients added. Chocolate production can have environmental and social impacts, particularly if the cocoa is not produced using sustainable farming methods or if workers in the supply chain are not paid a fair wage. As such, there are ongoing efforts to promote more sustainable and ethical chocolate production practices, such as the use of organic and fair trade cocoa.

Questions:

- a. Discuss the major health benefits of chocolate. [5]
- b. What are the steps involved in chocolate production? [5]
- c. Give the basic thrust of the above text. [5]

THE END