

Mid-West University
Examinations Management Office
Surkhet, Nepal
End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Roll. No.....

Subject: Introduction to Tourism and Hospitality
Full Marks: 100 Pass Marks: 50

Course Code: BHM 411/311
Time 3:00 Hours

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

Tick the best answers.

1. What is the definition of tourism?
 - a. The study of hotels and restaurants
 - b. The business of organizing travel for pleasure
 - c. The process of booking flights and accommodations
 - d. The practice of sustainable travel
2. Which one of the followings is an example of a tourist destination?
 - a. A local park
 - b. A grocery store
 - c. A school campus
 - d. A historical landmark
3. Where would you typically find a natural tourist attraction?
 - a. In a theme park
 - b. In a shopping mall
 - c. At a beach
 - d. In a casino
4. How would you differentiate between a hotel and a motel?
 - a. Hotels are typically located in urban areas, while motels are in rural areas.
 - b. Hotels are typically more expensive than motels.
 - c. Hotels offer more amenities than motels.
 - d. Motels offer longer-term stays than hotels.
5. In which one category of the tourism industry would a restaurant fall?
 - a. Accommodation
 - b. Transportation
 - c. Food and beverage
 - d. Attractions and activities
6. When would you use the term "catering" in the context of hospitality?
 - a. When providing transportation services to tourists
 - b. When organizing events and conferences
 - c. When marketing and selling travel packages
 - d. When offering food and beverage services for special occasions
7. How does transportation contribute to the tourism industry?
 - a. By providing accommodations to travelers
 - b. By offering food and beverage services
 - c. By organizing guided tours and activities
 - d. By facilitating travel between destinations

8. Evaluate the economic benefits and challenges to tourism in a specific destination.
 - a. Job creation and economic growth
 - b. Leakage and dependency on tourism
 - c. Diversification of the local economy
 - d. All of the above
9. How do travel aggregators contribute to the tourism industry?
 - a. By providing accommodation services to travelers
 - b. By offering transportation services
 - c. By organizing guided tours and activities
 - d. By aggregating and comparing travel options for customers
10. When would you use the term "destination marketing organization"?
 - a. To describe a company that offers transportation services
 - b. To refer to a business that provides accommodation services
 - c. To describe an organization promoting and marketing a destination
 - d. To refer to a company organizing guided tours and activities
11. What are the main components of the tourism and hospitality industry?
 - a. Hotels and restaurants
 - b. Transportation and attractions
 - c. Accommodation and food services
 - d. All of the above
12. Discuss the benefits and challenges to cultural tourism.
 - a. Cultural preservation and economic growth
 - b. Over tourism and loss of authenticity
 - c. Sustainable development and community engagement
 - d. All of the above
13. Evaluate the impact of technology on the tourism industry.
 - a. Improved efficiency and convenience
 - b. Changing consumer behavior and expectations
 - c. Increased competition and market saturation
 - d. All of the above
14. Assess the role of government policies in promoting sustainable tourism.
 - a. Environmental regulations and conservation efforts
 - b. Infrastructure development and planning
 - c. Tax incentives and subsidies
 - d. All of the above
15. Discuss the importance of stakeholder collaboration in sustainable tourism development.
 - a. Engaging local communities and indigenous groups
 - b. Involving industry stakeholders and government agencies
 - c. Fostering partnerships for responsible tourism practices
 - d. All of the above

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Course Code: BHM 411/311

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. Embark on a journey through the ever-evolving landscape of the hospitality industry, where current trends shape the course of business operations. What are the usual currents trends in the hospitality industry? [5]
2. Explain the different forms of ownership and types of travel agencies contributing to the tourism industry? [5]
3. Can you identify and explain the factors that motivate individuals to travel for tourism purposes? [5]
4. What are the job prospects and opportunities within the tourism industry, and how do they vary across different sectors? [5]
5. Justify the statement that attraction is a critical factor in the success of the tourism industry. [5]
6. How do the characteristics of tourism shape the way it operates as an industry? [5]
7. Define the term "Itinerary" and outline the steps involved in planning a trip. [5]
8. Investigate the various sources of income for travel agencies in the tourism industry. [5]
9. Compare and contrast the attributes of a hospitality person with those of a person in a different industry. [5]
10. Evaluate the ethical concerns that arise in the tourism and hospitality industries. [5]

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

Answer any **THREE** questions:

11. In the vast world of tourism, discover the captivating array of tour packages that await you. What remarkable types of tour packages exist in the tourism industry, and what sets each of them apart with their distinct features? [10]
12. Measure the evidence surrounding tourism during the Paleolithic Era and discuss its potential significance. [10]
13. Evaluate the importance of effective leadership in the hospitality industry and discuss its impacts on organizational success. [10]
14. What are the some positive impacts of tourism on a destination's economy and community, and how can they be maximized while minimizing negative impacts? [10]
15. Discuss the types of tourists according to Valens Smith's typology and provide examples for each category. [10]

SECTION D: CASE STUDY (15 MARKS)

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

This case study focuses on the development and implementation of a sustainable tourism product in the Amazon Rainforest. The goal of this initiative is to promote responsible ecotourism practices that contribute to the conservation of the Amazon's unique biodiversity while providing economic benefits

for local communities. This case study explores the challenges, strategies, and outcomes of this tourism product, highlighting its impact on the environment, community, and visitor experience.

Background and Context: Provide an overview of the Amazon Rainforest, its significance as a global biodiversity hotspot, and the threats it faces due to deforestation and unsustainable practices. Explain the importance of sustainable tourism as a tool for conservation and community development.

Objectives and Stakeholders: Outline the objectives of the tourism product, including environmental conservation, community empowerment, and economic growth. Identify the key stakeholders involved, such as local communities, government agencies, NGOs, and tour operators.

Product Development: Describe the process of developing the tourism product, including market research, feasibility studies, and stakeholder consultations. Explain how the product was designed to align with sustainable tourism principles, such as minimizing environmental impacts, maximizing socio-cultural benefits, and ensuring economic viability.

Environmental Impact: Assess the environmental impact of the tourism product. Discuss measures taken to minimize ecological disturbance, such as designated trails, waste management systems, and responsible wildlife viewing practices. Include data on changes in biodiversity, carbon footprint, and habitat preservation.

Community Empowerment: Evaluate the social and economic benefits of the tourism product for local communities. Explore how the project has contributed to job creation, income generation, and capacity building. Highlight any initiatives that foster cultural exchange and empower community members to actively participate in the tourism industry.

Visitor Experience: Examine the visitor experience provided by the tourism product. Discuss the range of activities offered, such as guided nature walks, canoe excursions, and cultural immersions. Explore visitor feedback regarding the quality of services, educational opportunities, and satisfaction with the overall experience.

Challenges and Solutions: Identify challenges faced during the implementation of the tourism product, such as resistance from local communities, limited infrastructure, or changing market demands. Discuss strategies and solutions implemented to address these challenges, including community engagement, partnerships with local organizations, and innovative marketing approaches.

Outcomes and Future Directions: Analyze the outcomes and impacts of the tourism product, both in terms of environmental conservation and community development. Provide data on revenue generation, employment rates, and improvements in environmental indicators. Discuss future plans and potential for scaling up the initiative to other areas or replicating the model in similar ecosystems.

Conclusion: Summarize the key findings of the case study, emphasizing the importance of sustainable tourism in protecting fragile ecosystems like the Amazon Rainforest. Highlight the positive outcomes achieved through the tourism product, such as environmental conservation, community empowerment, and enhanced visitor experiences. Conclude by underlining the need for continued collaboration among stakeholders to ensure the long-term sustainability of such initiatives.

Questions

- a. What are the main objectives of the sustainable tourism product in the Amazon Rainforest? [5]
- b. How was the tourism product developed to align with sustainable tourism principles? [5]
- c. What challenges were faced during the implementation of the tourism product, and how were they addressed? [5]

THE END

Mid-West University
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Surkhet, Nepal
End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Roll.No.....

Subject: English Communication
Full Marks: 100 Pass Marks: 50

Course Code: BHM 412/312
Time: 3:00 Hours

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

Tick the best answers.

1. Paralanguage is a kind of action language that refers to.....
 - a. actual words
 - b. body language
 - c. personal space
 - d. the tone of voice, speed of speech, and hesitation
2. Which one of the followings is known as the heart of business letter?
 - a. Subject line
 - b. Enclosure notation
 - c. Body
 - d. Conclusion
3. Communication word is derived from.....
 - a. German
 - b. Latin
 - c. American
 - d. British
4. The is the person who transmits the message.
 - a. receiver
 - b. driver
 - c. sender
 - d. cleaner
5. Which one of these should not be avoided for effective communication?
 - a. Noise
 - b. Planning
 - c. Semantic problems
 - d. wrong assumptions
6. In which of these problems, is the actual message lost in the abundance of transmitted information?
 - a. Selecting perception
 - b. Over communication
 - c. Under communication
 - d. Filtering
7. is the enemy of communication.
 - a. Noise
 - b. Clarity
 - c. Politeness
 - d. Completeness
8. Which one of these is not a principle of effective communication?
 - a. Clarity in language
 - b. Listen poorly
 - c. Adequate medium
 - d. Knowledge about nonverbal communication
9. On the it is possible to get immediate feedback.
 - a. letter
 - b. telephone
 - c. e-mail
 - d. fax

10. The information the receiver gets is called.....
- a. output
 - b. message
 - c. input
 - d. source
11. The main objective of communication is.....
- a. information and persuasion
 - b. skill and personality development
 - c. control and management
 - d. need
12. Which one of these is not an appropriate non verbal communication at work?
- a. Standing with an upright position
 - b. Shaking hands firmly
 - c. Looking at the speaker with smile
 - d. Putting arm around with smile
13. In listening it is important to give attention to.....
- a. what is said
 - b. what isn't said
 - c. the non verbal
 - d. all the earlier stated points
14. When superiors provide directions to their subordinates regarding what to do, which is known as communication.
- a. upward
 - b. horizontal
 - c. downward
 - d. lateral
15. When making decisions, I consider my likes and dislikes, not just the facts. Who am I?
- a. Low context
 - b. Intercultural
 - c. High context
 - d. Medium context

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

Answer any **EIGHT** questions:

1. Elaborate the various steps involved in the process of communication along with a diagram.
2. Write a short note on telephone etiquettes to communicate in an effective way.
3. Importance of feedback in service industry. Explain with the example.
4. Write the differences between high and low context culture.
5. Write a menu for a famous mo: mo point including the following clues.
Clues: Name of mo:mo point---- types of momo served----- charges----- special features/offers--- phone and address.
6. Write an email at ABC world ,Hotel@gmail.com for the reservation of the deluxe room for two days.
7. Write a short note on kinesics or artifact communication. Explain it with examples.
8. Write benefits of emotional intelligence at work place.
9. Write a cooking recipe to prepare your favorite food.
Clues: Ingredients ----- their quantity----- method of cooking.
10. Draft a hotel/restaurant review that you have visited recently.

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

Answer any **THREE** questions:

11. Draft a job application for the post of front desk manager at Paradise Hotel along with C.V.
12. What is the 7 C's concept of communication and its role in communication? Explain any three C's along with examples.
13. Write a magazine article on the topic: Give Us Chance to Serve You (Write about new restaurant which serve hygienic food, ambience and why you recommend other people to visit along with rating.)
14. Draft a dialogue between the front desk officer and customer for room inquiry in Bluebird Hotel.
15. What do you mean by barriers to communication? Explain the different types of barriers.

SECTION D: CASE STUDY (15 MARKS)

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

Harry is a 27-year old who is a foodservice manager at a casual dining restaurant. Harry is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language. Barry is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and hand washing, time/ temperature, and cleaning and sanitizing).

But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety

training. The owners of the restaurant are supportive of Harry in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely. One day Harry comes to work and is rather upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time.

Harry is frustrated and doesn't know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety. Harry has taken many efforts to get employees to be safe in how they handle food. He has huge signs posted all over the kitchen with these words: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS ALWAYS AND OFTEN. All employees are given a thermometer when they start so that they can temp food. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently.

Questions:

- a. What are the communication challenges and barriers Harry faces?
- b. What solutions might Harry consider in addressing each of these challenges and barriers? What Standard Operating Procedures (SOPs) would be helpful for Harry to implement and enforce?
- c. What are some ways Harry might use effective communication as a motivator for employees to follow safe food handling practices?

THE END

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End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Roll.No.....

Subject: Principles of Management
Full Marks: 100 Pass Marks: 50

Course Code: BHM 413/313
Time: 3:00 Hours

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

Tick the *best* answers.

1. This person is credited as being the father of "Scientific Management Theory".
 - a. Elton Mayo
 - b. Henry Fayol
 - c. Edwards deming
 - d. Frederick Taylor
2. Which one type believes employees are gullible?
 - a. Theory X Managers
 - b. Theory Y Managers
 - c. Theory Z Managers
 - d. All of these
3. The..... begins to emerge as a result of the industrial revolution.
 - a. factory system
 - b. rural societies
 - c. hand tools
 - d. none of the above
4. The..... brought mechanization, a large number of workers, and division of labour.
 - a. industrial revolution
 - b. specialisation
 - c. scientific management
 - d. none of the above
5.defines bureaucracy as a highly structured, formalized, and also an impersonal organization.
 - a. Henry Fayol
 - b. Max Weber
 - c. Frederick Taylor
 - d. none of the above
6. According to.....", an employee should receive orders from one supervisor only."
 - a. Frederick Taylor
 - b. HenryFayol
 - c. Max Weber
 - d. none of the above
7. ...believes that people desire to be part of a supportive team that facilitates development and growth.
 - a. Scientific theory
 - b. Administrative theory
 - c. Bureaucratic theory
 - d. Human relations theory
8. Decision making Theory belongs to School of thoughts.
 - a. classical
 - b. neo-classical
 - c. contemporary
 - d. none
9. It is a process of comparing the actual performance with the set standards of the company to ensure that activities are performed according to the plans and if not then taking corrective action.
 - a. Planning
 - b. Organising
 - c. Leading
 - d. Controlling

10. refers to the steps managers can take to inspire their teams to achieve more and to support their workplace experience.
- a. Motivation
 - b. Control
 - c. Directing
 - d. Suggesting
11. What are the five things everyone needs in the workplace according to Maslow's hierarchy of needs?
- a. Physiological
 - b. Safety
 - c. self esteem and self actualization
 - d. all the above
12. Management is
- a. human association
 - b. act together to achieve common purpose
 - c. system of arrangement
 - d. all of the above
13. Importance of management is.....
- a. achieving group goals
 - b. utilization of resources
 - c. establishes sound organization
 - d. all of the above
14. Preparing strategic plans and policies for the organization is.....
- a. top level of management
 - b. middle level of management
 - c. lower level of management
 - d. none
15.those present the managers' ability to interact, work or relate effectively with people.
- a. Technical Skills
 - b. Human Skills
 - c. Conceptual Skills
 - d. Life Skills

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Course Code: BHM 413/313
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SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Define organization and its characteristics.
2. Explain managerial skills.
3. Define servant leadership style
4. Distinguish between two factors theories and X&Y theories.
5. How is management work related to stress? Explain with an example.
6. Explain System Theory?
7. Write the major principles of Scientific Management Theory.
8. Define emerging challenge to management.
9. Why is social responsibility crucial part of a business ethics?
10. The functions of management are also known as the process of management why? Explain.

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

Answer any **THREE** questions:

11. Define Need Achievement Theory of motivation.
12. Define the connection among planning, organizing, leading, staffing and controlling as the process of management.
13. What is Vroom's expectancy theory about? Describe.
14. Organizational change is crucial but why should the change be resisted?
15. Justify that technology is an emerging challenge to management.

SECTION D: CASE STUDY (15 MARKS)

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

A Lion put a factory in the jungle. The only worker in it was an ant who used to arrive at work early and starting work immediately. She produced a lot and she was happy. Lion's business was going on very systematically.

The boss Lion was surprised to see that the ant was working without supervision. The Lion thought, that this lone ant is doing such a beautiful job, if I keep it under an expert, then it can do better work.

So the lion recruited a cockroach who had extensive experience as a supervisor and who was famous for writing excellent reports. The cockroach's first decision was to set up a clocking in attendance system. He also needed a secretary to help him write and type his reports. He recruited a spider who managed the archives and monitored all phone calls.

The lion was delighted with the cockroach's report and asked him to produce graphs to describe production rates and analyze trends so that he could use them for presentations at board meetings. So the cockroach had to buy a new computer and a laser printer and recruit a fly to manage the IT department.

The ant, who had been once so productive and relaxed, hated this new plethora of paperwork and meetings which used up most of her time. She started focusing on the report instead of the work, due to which his work was lagging, eventually the production decreased.

The lion came to the conclusion that it was high time to nominate a person in charge of the department where the ant worked. The position was given to the cicada whose first decision was to buy a carpet and an ergonomic chair for his office. The new person in charge, the cicada, also needed a computer and a personal assistant, whom he had brought from his previous department to help him prepare a work and budget control strategic optimization plan.

The department where the ant works is now a sad place, where nobody laughs anymore and everybody has become upset. It was at that time the cicada convinced the boss, the lion, to start a climatic study of the office environment. Having reviewed the charges of running the ant's department, the lion found out that the production was much less than before so he recruited the owl, a prestigious and renowned consultant to carry out an audit and suggest solutions. The owl spent 3 months in the department and came out with an enormous report, in several volumes, that concluded that "The department is overstaffed."

Questions:

- a. Guess who fired the lion first and the. Why?
- b. As a manager, what lesson can be learned by this story?

THE END

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End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Roll.No.....

Subject: Food Production and Patisserie I-

Course Code: BHM 414/314

Full Marks: 100 Pass Marks: 50

Time: 3:00 Hours

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

Tick the best answers.

1. Satellite Kitchen is also regarded as.....
 - a. cold kitchen
 - b. food plating room
 - c. butchery kitchen
 - d. finishing kitchen
2. As per the history, which one among the followings is the first spice used for cooking?
 - a. Cumin
 - b. Chilli
 - c. Vinegar
 - d. Pepper
3. Boulangerin a hotel is responsible for,
 - a. relieving any chef de partie
 - b. responsible for preparing breads and pastry items
 - c. preparing and managing cold foods.
 - d. responsible for making sauces
4. Cafeteria kitchen deals with
 - a. meals for banquet
 - b. meals in bulk quantity
 - c. meals for hotel staffs
 - d. none of above
5. Dry food items to be stored in..... temperature.
 - a. 0 to 3 degree Celsius
 - b. 0 to 10 degree Celsius
 - c. Below 0 to -18 degree Celsius
 - d. 21 degree Celsius
6. Ideal temperature for holding hot food is.....
 - a. above 68 degree celsius
 - b. below 68 degree celsius
 - c. below 5 degree celsius
 - d. above 5 degree celsius
7. Blue chopping board is used for cutting.....
 - a. Raw meats
 - b. Fish & seafood
 - c. Vegetables
 - d. Dairy and bakery items
8. Which one of the following equipment is not used for fat media cooking?
 - a. Griddle
 - b. Frying pan
 - c. Steamer
 - d. Wok
9. is not a mode of heat transfer
 - a. Conduction
 - b. Convection
 - c. Radiation
 - d. Convection

10. Smoking is the type of.....
- a. dry heat media of cooking
 - b. fat media of cooking
 - c. moist heat media of cooking
 - d. sous vide cooking
11. Baata in Nepalese cuisine refers to
- a. basin
 - b. bowl
 - c. saucepan
 - d. whisk
12. Which one of the followings is regarded as flavoring?
- a. Pepper
 - b. MSG
 - c. Basil
 - d. All of above
13. Café complete breakfast consists of
- a. tea coffee, bread, chilled juice, eggs, vegetables and meats
 - b. tea coffee, bread, chilled juice, eggs, vegetables
 - c. tea coffee, bread, chilled juice, eggs
 - d. tea coffee, bread and chilled juice
14. Which one of the following authentic Nepalese foods is the origin of Sherpa Cuisine?
- a. Phalgi, Rilduk
 - b. Chhoyla, Baji, chatamari
 - c. Malpuwa, sel, gwaramari
 - d. Dal, bhat, tarkari
15. Which one of the followings does not belong to kitchen uniform?
- a. Chef Coat
 - b. Bow Tie
 - c. Apron
 - d. Scarf

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

Answer any **EIGHT** questions:

1. Classify the equipments used in kitchen along with the five examples of each. [5]
2. Why chef's need to know about basic First Aid? Mention few first aid kits required for kitchen. [2+3]
3. There are various factors that influence the eating habits of people. Justify. [5]
4. Explain the job responsibilities of an executive chef. [5]
5. Enlist the various types of chopping board. Why are color coded chopping boards required in commercial kitchen? [4+1]
6. Explain the various types of kitchen. [5]
7. Give the details on microwave cooking.
8. What are the major accidents likely to happen in kitchen? [5]
9. Illustrate the moist heat media of cooking. [5]
10. Differentiate between seasoning and flavoring with examples. [2+3]

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

Answer any **THREE** questions:

11. If you were the executive chef of five star hotel in Kathmandu, what kind of organizational structural chart would you prepare also mention what will be your prime duties and responsibilities? [5+5]
12. Explain breakfast. Give the details on full course English breakfast. [2+8]
13. What are the various types of hygiene that is to be maintained in food preparation area? [10]
14. Discuss, in detail, the different fill elements of a food presentation and also discuss the emerging trends in modern plating. [2+4+4]
15. Discuss Nepalese cuisine focusing on authentic Nepalese foods, ingredients, equipments and cooking methods. [10]

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions
Icing, often called frosting in the United States, is a sweet, creamy glaze made of sugar with a liquid, such as water or milk enriched with ingredients like butter, egg whites, cream cheese, and flavorings. It is the sweet coatings for cakes and baked goods generally used to cover or decorate. When it is used between layers of cake, it is called filling. Icing can be made by using Icing Sugar, shortenings like butter, cream, Liquids like water, milk, juice, syrup, Flavors like vanilla, butter, almond, lemon; Chefs dye like food coloring, Egg white, Meringue powder etc. Major Function of icing is to contribute taste, flavor and richness. They improve appearance of bakery products. Also keeping qualities by forming protective coatings around cakes.

Several kinds of Icing are prepared in bakery kitchen. One of them Fondant is a sugar syrup that is crystallized to a smooth, creamy white mass. It can be used as covering or decorating wedding or birthday cakes, éclairs etc. Similarly Butter cream icings are light, smooth mixtures of fat and sugar. Butter cream is ideal for icing a cake and for making borders and most flowers such as the rose, drop flower, orsweet pea. In the same way Foam icings, sometimes called boiled icings, are simply meringues made with a boiling syrup. Foam icings should be applied thickly to cakes. Also Fudge-type (crumby or chewy) icings are rich and heavy. Moreover Flat icings, also called water icings, are simply mixtures of confectioners' sugar and water, and flavoring added. Further, Royal icing, also called decorating or decorator's icing, is similar to flat icings except it is much thicker and made with egg whites, which make it hard when dry.

Questions

- a. Give your ideas regarding icing & frostings. [5]
- b. Analyze the functions of icing & frostings. [5]
- c. Discuss the various types of icing & frostings. [5]

THE END

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Semester - I

Roll.No.....

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

Course Code: BHM 415/315
Time: 3:00 Hours

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

Tick the best answers.

1. Which one of the followings is considered as primary catering establishment?
 - a. Airline catering
 - b. Railway catering
 - c. Outdoor catering
 - d. Industrial canteens
2. Which one of the followings is not ancillary department?
 - a. Still room
 - b. Hot plate
 - c. Wash-up
 - d. Garde Manger
 - e. Outlet manager
3. What is the standard height of a chair from ground to seat?
 - a. 16"
 - b. 18"
 - c. 20"
 - d. 22"
4. A charge per bottle made, where the customers bring their own wine to the restaurant and drink during meal is termed as:
 - a. croquettes
 - b. corkage
 - c. croissant
 - d. red bill
5. Service is also known as pre-plated service.
 - a. English Style
 - b. French Style
 - c. American Style
 - d. Russian Style
6. In-charge of the hotplate section over the service period is known as:
 - a. Aboyeur
 - b. Bain marie
 - c. Caviar
 - d. Dumb waiter
7. The head of Food and Beverage Service department is
 - a. F&B Director
 - b. F&B Manager
 - c. General Manager
 - d. Outlets Manager
8. The wine butler is also known as
 - a. bar man
 - b. bar tender
 - c. sommelier
 - d. waiter
9. The multiple choice menu is known as..... menu
 - a. table d' hote menu
 - b. a la' carte menu
 - c. buffet menu
 - d. breakfast menu

10. The French term of soup is.....
- a. poisson
 - b. roti
 - c. legumes
 - d. potage
11. The term Mise-en-place means.....
- a. putting into the place
 - b. dressing the place
 - c. everything in place
 - d. all of the above
12. The meeting which is done by the outlet supervisor after the work completed is known as.....
- a. gathering
 - b. briefing
 - c. de-briefing
 - d. meeting
13. Food & Beverage service department coordinates with Department for Restaurant Linen.
- a. Housekeeping
 - b. Sales & Marketing
 - c. Food Production
 - d. Human Resource
14. What usually falls as the third course in a four course menu?
- a. Dessert
 - b. Soup
 - c. Appetizer
 - d. Main Course
15. The term cloth napkin is known as.....
- a. waiter cloth
 - b. table cloth
 - c. serviette
 - d. moulton

Mid-West University
Examinations Management Office
Surkhet, Nepal
End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Subject: Food and Beverage Service I

Course Code: BHM 415/315

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. Define Catering Industry and classify its types.
2. Enlist five each Flatware, Glassware, Hollowware and Chinaware.
3. What are the duties and responsibilities of F&B Manager?
4. Define ancillary department. List out the entire ancillary department and explain it briefly.
5. "Effective communication plays an important role to satisfy the guest". Justify the statement.
6. Define restaurant linen with its types.
7. How has the F&B service department been benefitted by associated department? Justify.
8. How do you maintain personal hygiene and personal grooming in F&B Service department?
9. What are the factors to be considered while planning menu?
10. Enlist the five chain restaurant and Chain hotel within the international hospitality market.

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

Answer any **THREE** questions:

11. Define hotel. Classify hotel according to the location.
12. Define Organization chart of Food and beverage service with its importance. Explain
13. Compile a three course TDH menu. Write down its explanation and make a neat cover layout for the same.
14. What are the different types of menu? Explain briefly.
15. Hotel Industry is the one of the largest hospitality commercial industries. Justify

SECTION D: CASE STUDY (15 MARKS)

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

Competencies in the Hospitality Industry

A successful career in the hospitality industry requires some basic competencies. Profitable establishments in the field are known for exceptional customer service, which is provided through detailed facility management and a qualified staff. An organized plan to attend to each facet of the business is necessary for profitability.

Paramount to the hospitality business is keeping the customers happy. Business owners should work hard to provide their guests with clean and decorative lodging, enjoyable amenities and comfortable surroundings.

Competent hospitality managers are careful to keep their facilities well maintained. Plans must be in place in to address electrical, plumbing and structural issues. Preventative maintenance is best, but expect emergency situations to occur.

Train your staff well in these procedures and remember you are responsible for their health and safety on the job as well as that of your guests.

Managing the chosen candidates means training them in the company's procedures and expectations. Call upon your staff to make the extra efforts such as remembering customer names and providing additional niceties to increase your guest's enjoyment.

Question:

- a. What are the competencies in hospitality industry? [5]
- b. What are the Do's and Don'ts to be a competitive in hotel in this hospitality market? [5]
- c. Does the competencies in hospitality market change positive in guest service? Justify [5]

THE END

Mid-West University
Examinations Management Office
Surkhet, Nepal
End-Semester Examination-2080
Bachelor of Hotel Management (BHM)
Semester - I

Roll.No.....

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

Course Code: BHM 416/316
Time: 3:00 Hours

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

Tick the best answers.

1. Who is the head of housekeeping department?
 - a. Executive housekeeper
 - b. Room attendant
 - c. F & B Manager
 - d. Laundry Manager
2. Floor pantry stores.
 - a. All the cleaning agents & equipments
 - b. Newspapers & magazines
 - c. Uniforms of staff
 - d. All of the above
3. The physical removal of dirt from surfaces.
 - a. Guests are given a sign with...
 - b. Washing laundry
 - c. Cleaning
 - d. All of the above
4. A bed which is also known as rolls away bed is.....
 - a. zed bed
 - b. single bed
 - c. w bed
 - d. twin bed
5. Guest supplies are replenished in occupied rooms
 - a. daily
 - b. when required
 - c. every second day
 - d. on request
6. Horticulture deals with the
 - a. up keeping of the gardens
 - b. take care of the guests
 - c. maintenance of the equipments
 - d. all of the above
7. Linen stacks
 - a. Soiled Linen
 - b. Linen in current use
 - c. Damaged Linen
 - d. all of the above
8. Class C types of fires can be extinguished by
 - a. blankets
 - b. water
 - c. sand
 - d. Co2
9. Which one of the followings the correct procedure to follow in the event of fire?
 - a. Close door and windows
 - b. Act quickly
 - c. help evacuate
 - d. Raise the alarm
10. In case of infection, cuts or bruises staff must report to
 - a. doctor
 - b. housekeeping maid
 - c. executive housekeeping
 - d. front office manager

11. Turndown service is given only in
- a. departure room
 - b. vacant room
 - c. occupied room
 - d. all of the above
12. Which one of these is mechanical equipment of housekeeping?
- a. Nylon scrub
 - b. Polishing machine
 - c. mop
 - d. All
13. A Key opens all guest rooms that are not double lock.
- a. Emergency key
 - b. Master key
 - c. Room Key
 - d. Grand master key
14. Silvo polish is used to polish.....
- a. wood
 - b. brash
 - c. silver
 - d. glass
15. A device that controls the flow of water from a pipe is called.....
- a. faucet
 - b. bided
 - c. caddy
 - d. pile

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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. Define housekeeping department with its role and function in hotel. [5]
2. Explain attributes of housekeeping personnel. [5]
3. Discuss the importance of pest control in any hotel. With examples [5]
4. Explain the cleaning agents used in housekeeping department. [5]
5. Explain the types of floor. Write down the hard floor cleaning procedure. [5]
6. Explain bathroom cleaning procedure with its cleaning agents and equipments. [5]
7. Define fire. Classify the types of fire with its extinguisher. [5]
8. Define key and explain the different types of keys used in hotel. [5]
9. Explain furniture with its types and write down cleaning procedure of wooden furniture [5]
10. Differentiate between woven carpet and tufted carpet. [5]

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

Answer any **THREE** questions:

11. Draw the layout of guest room. Explain the content and supplies found in a guest room. [10]
12. Draw the organization chart of the housekeeping and write down the duties and responsibilities of floor supervisor and control desk supervisor. [10]
13. Describe the procedures of handling lost and found items in your hotel.
14. Describe the different types of keys used in any hotel. State the things to be considered while maintaining control and security of keys in any hotel. [10]
15. Write short note on: (any two) [2X5]
 - a. Room Maid trolley preparation
 - b. Types of guest room
 - c. Spring cleaning
 - d. Bed making process

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:
- Housekeeping in a hotel is a very physically demanding job that includes many, varied tasks. Housekeepers were responsible for cleaning 16 rooms per shift. The actual amount of work depends on the size of the room and the number of beds. A housekeeper needs between fifteen and thirty minutes to do one room. A housekeeper carries out the following tasks:- Making bed, tidying rooms, cleaning and polishing toilets, taps, sinks, bathtubs and mirrors, washing floors, removing stains, Vacuuming etc. A Housekeeper changes body position every three seconds while cleaning a room. If we assume that the average cleaning time for each room is twenty five minutes we can estimate that a housekeeper assumes 8000 different body postures every shift. In addition, forceful movements while using awkward body positions including lifting mattresses, cleaning ties and vacuuming every shift. Housekeeping is a physically demanding and very tiring job. It can be classified as "moderately heavy" to "heavy" work because the energy required is approximately 4 kilo calories per minute.

The main risk factors for repetitive motion injuries in housekeeping are:- Heavy physical workload and excessive bodily motions which are a high risk for back injuries, forceful upper limb motions in awkward positions, which are a high risk for neck or shoulder and arm injuries. New approaches, other than strictly ergonomic ones, need to be investigated. For example, action can be taken from the administrative level. An option for improvement includes. (i) Job rotation, (ii) Job enrichment and job enlargement, (iii) Team work, (iv) Education and training on work practice.

Questions

- a. What kind of work do people do in housekeeping in a hotel? [5]
- b. How can job rotation reduce for repetitive motion injuries? [5]
- c. What hazards are hotel housekeepers exposed to? [5]

THE END