

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

Exam Roll No.....

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

Course Code: BHM 465
Time: 3:00 Hours

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

Tick the *best* answers.

- Which one issue does not cover environmental management?
 - Environmental impact
 - Sustainability
 - Resource and waste management
 - Salary Increment of staffs
- Which is the biotic component?
 - Height
 - Humidity
 - Altitude
 - Decomposer
- Which one is abiotic?
 - Animals
 - Plants
 - Pieces
 - Temperature
- The relationship between biotic and abiotic is known as:
 - environment
 - ecosystem
 - ecology
 - none of these
- What is the term for the process of converting waste materials into reusable materials?
 - Recycling
 - Incineration
 - Landfilling
 - Composting
- Which one energy-efficient lighting option commonly used in hotels to reduce electricity consumption?
 - Incandescent bulbs
 - Halogen lamps
 - Compact fluorescent lamps (CFLs)
 - Neon lights
- In environmental engineering, what does the acronym "HVAC" stand for?
 - High-Voltage Alternating Current
 - Heating, Ventilation, and Air Conditioning
 - Human Visitors and Accommodation Coordination
 - Hotel Ventilation and Air Control
- What is the main purpose of energy audits in hotels?
 - To increase energy consumption
 - To identify energy-saving opportunities
 - To encourage the use of high-energy appliances
 - To generate more revenue

9. Which one of the followings is a commonly used material for sustainable hotel construction due to its energy-efficient properties?
- a. Concrete
b. Timber
c. Plastic
d. Steel
10. What does "carbon footprint" refer to in the context of hotel sustainability?
- a. The size of the hotel's building
b. The amount of greenhouse gas emissions associated with the hotel's activities
c. The number of guests staying at the hotel
d. The hotel's water consumption
11. What is the primary purpose of a green roof on a hotel building?
- a. To provide a space for guest picnics
b. To reduce energy consumption and improve insulation
c. To create additional parking space
d. To attract birds and wildlife
12. Which one of the followings is the type of pollution that affects the environment?
- a. Air pollution
b. Water pollution
c. Both (a) and (b)
d. None of them
13. What does the term Ecotel refer to?
- a. A type of exotic cuisine
b. Luxury and high price
c. A certification for environmentally friendly hotels
d. A conference for hotel managers
14. Which day is the World Environment Day?
- a. June 5
b. July 21
c. June 21
d. May 25
15. What does EIA in HM refer to?
- a. Engineering Internal Assessment
b. Evaluation of Internal Activities
c. Environmental Impact Assessment
d. Environment Impact Assessment

$$\begin{array}{r} 248 \\ -238 \\ \hline 10 \end{array} \times 100 = 1000$$

$$270 \times 9\%$$

$$\begin{array}{r} 270 \\ 1 + 9 \\ \hline 100 \end{array}$$

$$\frac{270}{100} \times 100$$

$$247$$

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

Exam Roll No.....

Subject: Entrepreneurship Development in Tourism and Hospitality
Full Marks: 100 Pass Marks: 50

Course Code: BHM 464
Time: 3:00 Hours

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

Tick the *best* answers.

1. Which could provide an individual with the motivation to start a new business venture?
 - a. The financial rewards
 - b. A desire to be independent
 - c. Risk taking
 - d. All the above
2. Which one of the following statements best describes the context for entrepreneurship?
 - a. Entrepreneurship takes place in small businesses
 - b. Entrepreneurship takes place in large businesses
 - c. Entrepreneurship takes place in a wide variety of contexts
 - d. Entrepreneurship does not take place in social enterprises
3. Primary data is
 - a. the most important data
 - b. the data that is collected first
 - c. new data specifically collected for a project
 - d. data that is collected second
4. Which one of the followings is the reasons for a business failure?
 - a. Lack of market research
 - b. Poor financial control
 - c. Poor management
 - d. All of the above
5. Trademarks relate to
 - a. practice and knowledge acquired through experience
 - b. the protection of proprietary information of commercial value
 - c. the right to reproduce one's own original work
 - d. brand identity
6. An individual who starts, creates and manages a new business can be called
 - a. a leader
 - b. a manager
 - c. a professional
 - d. an entrepreneur
7. What is the opportunity cost?
 - a. Going with your first option.
 - b. Going with the easiest option.
 - c. Choosing the best alternative.
 - d. All of these
8. Which one is NOT a step in the problem-solving method?
 - a. Define the problem
 - b. Gather information
 - c. Identify solutions
 - d. Ignore the problem
9. Entrepreneurs are motivated by
 - a. money
 - b. personal values
 - c. pull influences
 - d. all the above
10. What is the evaluation of your strengths and weaknesses?
 - a. Self-Assessment
 - b. Employee
 - c. Entrepreneurship
 - d. Entrepreneur

11. Innovation can be best defined as
- a. the generation of new ideas.
 - b. the evolution of new ideas.
 - c. the opposite of creativity.
 - d. the successful exploitation of new ideas.
12. The use of informal networks by entrepreneurs to gather information is known as
- a. secondary research.
 - b. entrepreneurial networking.
 - c. informal parameters.
 - d. marketing
13. Which one is NOT a disadvantage of entrepreneurship?
- a. Risky
 - b. Uncertain Income
 - c. You are the boss
 - d. Work long hours
14. The good sources of information for an entrepreneur about competitors can be obtained from;
- a. websites.
 - b. product information leaflets.
 - c. company reports and published accounts.
 - d. all of the above.
15. The characteristics of successful entrepreneur includes
- a. determination
 - b. regret
 - c. self-importance
 - d. emotionality

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

Subject: Entrepreneurship Development in Tourism and Hospitality
Full Marks: 100 Pass Marks: 50

Course Code: BHM 464
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 is your favorite aspect of being an entrepreneur? Explain. [5]
2. Explain the importance of market study to an entrepreneur with an example. [5]
3. What are the biggest challenges to being an entrepreneur? [5]
4. What is the role of entrepreneur in import and export promotion of a country? [5]
5. "Innovative ideas are always high in entrepreneurship". Why/ Why Not? [5]
6. Why do some people choose to be an "entrepreneur" instead of being a "manager"? [5]
7. According to you, why is market research and its importance for a company like Sastodeal? [2+3]
8. What are the most common mistakes that new business owners make? Explain. [5]
9. Discuss how entrepreneurship is not just buying and selling. [5]
10. How can it be argued that it is a good idea for students to launch businesses while still in college? [5]

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

Answer any **THREE** questions:

11. Explain the role of entrepreneurship in economic development. What are the barriers to entrepreneurship? [5+5]
12. State the characteristics of small business. Explain the dynamic role of small business in economic development. [5+5]
13. Define entrepreneurship in general. Explain the significance of Entrepreneurship in Nepal. [2+8]
14. Give the characteristics of successful entrepreneurs along with their types. [10]
15. Discuss entrepreneurship as a career. What are the factors favoring entrepreneurship as a career option? [4+6]

SECTION D: CASE STUDY (15 MARKS)

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

They don't call Adelaide "The Festival City" for nothing. The annual Adelaide Fringe Festival is just under 60 years, and practically takes over the city during its annual summer instalment. For a perspective of the event's scale, its 2017 edition pulled in 2.5 million attendees across 31 days. The festival follows an open access format rather than a curated one – this means that artists from any part of the world can apply to participate. This also means that each year, the artists are primarily responsible in re-creating the magic and splendor the festival has come to be known for. "It's derivative of such a diverse set of artists that come to the festival," said Joanne O'Callaghan, head of artists, venues, and events. "And each artist brings with them a unique identity. So really, all the artists do the hard work." But with any event of such scale, a lot can go unplanned. An example this year was a minor kerfuffle at the festival's opening night street party where 100,000 people showed up for short sets on stage. At the very end of the party, there were so many people standing around the stage that the circus performers couldn't physically get through the crowd to perform the closing. Stage volunteers told the crowd that the performers would be 10 minutes away, but those minutes came and went. One of the volunteers then whipped his phone out and plugged it into the PA to play Bohemian Rhapsody which soon spurred the crowd to engage in a large karaoke-style sing-along on the street.

“That was a really beautiful moment that none of us could have ever planned,” O’Callaghan said. “There’s magic in spontaneity.” While the events team collects data from surveys and feedback forms, O’Callaghan said the “real measure of success” for her is by simply standing around and watching how audiences engage with sets. “There’s no greater way to qualify success than watching a thousand people in a circus tent laughing at something they see,” she said.

Required

- a. Do you think a similar kind of event can be done in the streets of Nepal as well? How are these kinds of festivals impactful in boosting tourism of a country? Explain. [2.5+5]
- b. “It does not matter if the event goes as planned by the event management team. Audience/client’s satisfaction is the ultimate goal of the event.” Do you agree to this statement? [7.5]

THE END

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

Exam Roll No.....

Subject: Statistics and Research Methodology
Full Marks: 100 Pass Marks: 50

Course Code: BHM 463
Time: 3:00 Hours

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

Tick the *best* answers.

1. contains facts, relevant material, past and present forms as a basis for the research study and analysis.
a. Research
b. Pie-chart
c. Data
d. Statistics
2. A is a person engaged in conducting research, possibly recognized as an occupation by a formal job title.
a. population
b. respondent
c. sample
d. researcher
3. In research, facts are considered in descriptive methods and surveys and case studies are done to clarify the facts.
a. descriptive
b. analytical
c. qualitative
d. quantitate
4. In every member of the population is listed with a number – kth , but instead of randomly generating numbers, individuals are chosen at regular intervals.
a. simple random sampling
b. systematic sampling
c. stratified sampling
d. cluster sampling
5. A is a technique used to classify either discrete or continuous variables in parts names as a plant.
a. pie-chart
b. histogram
c. bar graph
d. steam and leaf
6. The aim of a is to provide enough bibliographic information for the reader to be able to identify and, if necessary, obtain the original resource.
a. page no
b. table of contents
c. citation
d. sample
7. The.....is the most frequently occurring value in the dataset.
a. ogive
b. mode
c. mean
d. median
8. The purpose of a is to communicate the findings of the research to the intended audience, which could be other researchers, stakeholders, or the general public.
a. mean
b. research report
c. population
d. methodology
9. A is a statistical measure that defines how heavily the tails of a distribution differ from the tails of a normal distribution.
a. skewness
b. kurtosis
c. modality
d. mode
10. Research is the framework of research methods and techniques chosen by a researcher.
a. sample
b. design
c. population
d. data

11. In statistics, quartiles are the set of values which has points dividing the data set into four identical parts.
- a. 1
 - b. 2
 - c. 3
 - d. 4
12. A is the entire group that you want to draw conclusions about and can be made up of anything you want to study—plants, animals, organizations, texts, countries, etc.
- a. research
 - b. population
 - c. data
 - d. sample
13. A is an explanation in research that describes the issue that is in need of study.
- a. limitations
 - b. statement of problem
 - c. methodology
 - d. recommendations
14. The process of selecting a portion of the population to represent the entire population is known as
- a. sampling
 - b. systematic sampling
 - c. data collecting
 - d. clustering
15. A sample simply includes the individuals who happen to be most accessible to the researcher.
- a. stratified
 - b. cluster
 - c. simple
 - d. convenience

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

Subject: Statistics and Research Methodology

Course Code: BHM 463

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 do you understand by data? Describe any four points importance of data in research.
2. Define research design and mention any five characteristics of a good research design.
3. Explain any three techniques each for collecting primary and secondary data.
4. What is survey interview? Why is it important in a research?
5. Mention any five differences between qualitative and quantitative research.
6. Present the given data in stem and leaf display:
5, 81, 12, 26, 9, 17, 33, 46, 38, 89, 44, 7, 49, 72, 2, 75, 75, 75, 76, 81, 84, 88
7. Draw the graphical representation of skewness and explain it.
8. Calculate the mode, mean and median from following distribution:
23, 21, 18, 12, 15, 13, 12, 10, 9, 7, 6, 5, and 2
9. Explain Box and whisker Plot with its graphical representation.
10. Explain kurtosis and its types with a graphical diagram.

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

Answer any **THREE** questions:

11. What is research as well as its process? How can you use research in real life?
12. Define sampling and its various types.
13. Write down the following contents from the research project you have conducted:
a. topic
b. objectives
c. conceptual framework
d. sample of questionnaire
14. "A well-structured questionnaire is very important in research". Discuss this statement and explain the types of questionnaire.
15. A person spends his monthly salary of Rs. 1,00,000/- in different headings. The expenses are mentioned below. Now he wants to find out his budget and wants you to draw a pie chart for him.

Expenses	Grocery	Health	Education	Insurance	Entertainment	Savings
Amount	22000	12000	29000	7000	18000	12000

SECTION D: CASE STUDY (15 MARKS)

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

Research Proposal is a document prepared by the researcher so as to give a description of the research program in detail. It is typically a request for research funding, for the subject under study. A research proposal is a summary of the research process, with which the reader can get quick information regarding the research project. The research proposal seeks final approval, for which it is submitted to the relevant authority. After the research proposal is submitted, it is being evaluated, considering a number of factors like the cost involved, potential impact, soundness of the plan to undertake the project. It aims at presenting and justifying the need and importance to carry out the study, as well as to present the practical ways, of conducting the research. And for this, persuasive evidence should be provided in the research proposal, to highlight the necessity of the research. Further, it must discuss the main issues and questions, which the researcher will address in the study. Along with that, it must highlight the fundamental area of the research study.

- a. What is research proposal as well as its significance? [5]
- b. 'Research proposal aims at presenting and justifying the need to carry out the study.' Explain this statement. [5]
- c. What activities are performed after the submission of research proposal? [5]

THE END

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

Exam Roll No.....

Subject: Strategic Management for Hospitality
Full Marks: 100 Pass Marks: 50

Course Code: BHM 462
Time: 3:00 Hours

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

Tick the best answers.

1. The term strategy is derived from a _____ word.
 - a. Latin
 - b. Greek
 - c. French
 - d. German
2. Which one of the followings is an example of an ethical issue in the hospitality industry?
 - a. Changing Customer Preferences
 - b. Economic Downturns
 - c. Cultural Sensitivity
 - d. Technological Advancements
3. Which one category of environmental factors includes factors that are beyond the business's control?
 - a. Micro Environment
 - b. Technological Environment
 - c. Competitive Environment
 - d. Macro Environment
4. The fundamental purpose for the existence of any organization is described by its
 - a. policies
 - b. mission
 - c. procedures
 - d. strategy
5. The primary focus of strategic management is
 - a. strategic analysis
 - b. the total organization
 - c. strategy formulation
 - d. none of the above
6. Hierarchy of strategic intent is :
 - a. vision > mission > goals > objectives > plans
 - b. mission > vision > goals > objectives > plans
 - c. plans > vision > mission > goals > objectives
 - d. goals > vision > mission > objectives > plans
7. What is the primary focus of management control?
 - a. Strategy
 - b. Environment
 - c. Resources
 - d. Innovation
8. Which one step of the strategic control process involves comparing actual performance to established standards?
 - a. Measure Performance
 - b. Determine What to Control
 - c. Set Control Standards
 - d. Take Corrective Action
9. Which one organizational system provides feedback to the control system about individual performance?
 - a. Information System
 - b. Motivation System
 - c. Appraisal System
 - d. Development System

10. The process of translating a hospitality organization's strategic plan into action is called.....
- a. resource allocation
 - b. strategic formulation
 - c. strategy implementation
 - d. tactical execution
11. Which one aspect of strategy implementation involves ensuring that policies and procedures support the successful execution of strategies?
- a. Developing Shared Values
 - b. Supplying Skilled Staff
 - c. Setting Up Communication System
 - d. Conforming Policies
12. Which one approach involves the CEO and leadership team creating a strategy and working with line management to implement it?
- a. Commander Approach
 - b. Collaborative Approach
 - c. McKinsey-7s Model
 - d. Decentralized Approach
13. Which one element of the McKinsey-7s Model refers to the organization's plan for building and maintaining a competitive advantage?
- a. Staff
 - b. Structure
 - c. Systems
 - d. Strategy
14. What are the tangible and culture-driven elements of the McKinsey-7s Model referred to as?
- a. Hard Elements
 - b. Soft Elements
 - c. Core Elements
 - d. Strategic Elements
15. What is the primary focus of the experience curve concept?
- a. Customer Satisfaction
 - b. Cost Reduction
 - c. Market Expansion
 - d. Product Innovation

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

Subject: Strategic Management for Hospitality
Full Marks: 100 Pass Marks: 50

Course Code: BHM 462
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. How can economic conditions impact the hospitality sector?
2. What is the main purpose of benchmarking in the hospitality industry?
3. How can a CEO balance reflective thinking and hands-on leadership effectively?
4. How can technology benefit the hospitality industry?
5. Why is diversification important for businesses in the tourism and hospitality sectors?
6. What is the primary focus of strategic management?
7. What is an example of global competition in the hospitality industry?
8. Why is strategic change important for businesses?
9. What characterizes a business unit as a "Question Mark" in the BCG Matrix?
10. What are the "hard" elements in the McKinsey 7S Model?

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

Answer any **THREE** questions:

11. How can a hospitality business balance the ethical obligation of providing fair wages to its employees with the need to maintain competitive pricing for its services?
12. What are the some effective strategies that a hospitality business can implement to ensure cultural sensitivity and inclusivity, especially when serving a diverse range of customers?
13. How can a large hotel chain communicate effectively its commitment to sustainable practices to environmentally conscious consumers, and how might this communication positively influence its brand image?
14. Could you provide an example of a unique core competency that a boutique hotel could develop to differentiate itself from larger, more established hotel chains? How might this core competency contribute to its sustainable competitive advantage?
15. In the context of the tourism and hospitality industry, explain how strategic management helps a business navigate both short-term challenges (e.g., seasonal fluctuations) and long-term trends (e.g., changing consumer preferences) effectively.

SECTION D: CASE STUDY (15 MARKS)

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

Introduction: In the competitive hospitality industry, strategic management plays a crucial role in the success of hotel chains. This case study examines the strategic expansion of an upscale hotel chain, "LuxoStays," highlighting its approach to maintaining a competitive edge and achieving sustainable growth.

Situation: LuxoStays, renowned for its luxurious accommodations and exceptional service, sought to expand its presence into a new international market. The chosen destination was "Cerulean Isle," a popular tourist hotspot. However, LuxoStays faced challenges such as local competition, cultural differences, and market saturation.

Strategic Analysis:

Market Research and Analysis: LuxoStays conducted thorough market research to understand Cerulean Isle's hospitality landscape. This included competitor analysis, customer preferences, and cultural nuances. The findings revealed a demand for personalized experiences and eco-friendly practices.

Differentiation Strategy: To stand out, LuxoStays adopted a differentiation strategy. It focused on creating unique guest experiences, such as collaborating with local artists for exclusive room designs and offering immersive cultural workshops.

Sustainable Practices: Recognizing the growing importance of sustainability, LuxoStays integrated eco-friendly practices into its operations. This not only aligned with global trends but also appealed to environmentally-conscious travelers.

Partnerships: To overcome cultural barriers and gain local insights, LuxoStays formed partnerships with Cerulean Isle's businesses and organizations. This helped tailor services to the local context and enhance customer satisfaction.

Implementation:

Localized Offerings: LuxoStays introduced traditional Cerulean Isle cuisine in its restaurant menus and incorporated indigenous elements in room decor. This enhanced the cultural experience for guests.

Employee Training: A key aspect of LuxoStays' strategy was training its staff in cross-cultural communication and sensitivity. This enabled them to cater to the diverse needs of international guests.

Green Initiatives: The hotel chain invested in energy-efficient technologies, waste reduction programs, and community initiatives to demonstrate its commitment to sustainability.

Results: LuxoStays' strategic approach yielded remarkable outcomes. Within two years, the Cerulean Isle property achieved high occupancy rates, positive customer reviews, and recognition for its eco-conscious initiatives. The hotel's unique offerings and integration with the local culture created a loyal customer base, setting it apart from competitors.

Conclusion: This case study underscores the significance of strategic management in the hospitality sector. LuxoStays' well-researched market entry, differentiation strategy, commitment to sustainability, and cultural integration showcase how effective strategic decisions can drive success, even in challenging market conditions. The experience of LuxoStays on Cerulean Isle serves as a model for hotel chains aspiring to expand strategically while maintaining their brand identity and gaining a competitive advantage.

Required

- a. Describe the key challenges that LuxoStays faced when expanding into the Cerulean Isle market. How did these challenges impact the hotel chain's strategic decisions?
- b. Explain how LuxoStays implemented a differentiation strategy to stand out in the competitive hospitality industry. Provide the specific examples of the unique guest experiences they introduced to achieve this.
- c. Analyze the role of sustainability in LuxoStays' strategic expansion. How did their commitment to eco-friendly practices contribute to their success in the Cerulean Isle market? Provide examples of the sustainable initiatives they implemented.

THE END

43

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

Exam Roll No.....

Subject: Hospitality Facilities Management
Full Marks: 100 Pass Marks: 50

Course Code: BHM 461
Time: 3:00 Hours

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

Tick the best answers.

1. The proper maintenance and safety of tools and equipment are important for the following reasons?
 - a. good quality of service
 - b. fire prevention
 - c. less cost of production
 - d. all of the above
2. An electrical lamp of resistance 50 Ohms and resistance of 50 ohms are connected in a series with a battery of 12 v then through the circuit is;
 - a. 0.12A
 - b. 0.089A
 - c. 0.69A
 - d. 3.125A
3. Which one of the followings is the full form of MCB?
 - a. Miniature Circuit Breaker
 - b. Miniature case circuit breaker.
 - c. Molded Case Circuit Breaker.
 - d. Master case circuit breaker.
4. Oxygen can be removed from a fire by using a fire Extinguisher.
 - a. water fire extinguisher
 - b. heat can be removed
 - c. carbon dioxide
 - d. ABC type chemical
5. Which one of the following is also known as renewable source of energy?
 - a. Conventional energy
 - b. Non-conventional energy
 - c. Coal
 - d. Petroleum
6. Which one department of the hotel uses maximum energy?
 - a. Housekeeping
 - b. Food & Beverage service
 - c. Engineering
 - d. None of the above
7. Inventory means.....
 - a. it is perforated aluminum sheet, which is best used in aluminum or galvanizes iron bowl
 - b. it is a discoloration caused by chemical reaction between a metal and other surfaces, such as cloth furniture etc.
 - c. it is minimum cutlery crockery, hollowware required to meet the daily demand of a kitchen facility so as to ensure smooth operation.
 - d. it is a detailed list of good used in operations.
8. Which one of the below points to be considered while buying a kitchen equipment?
 - a. Weight
 - b. Cost
 - c. Maintenance
 - d. All of the above

9. Planning layouts requires knowledge and expertise in four different areas under which one of the followings?
- a. Management or administration of kitchens
 - b. Operation
 - c. Architecture
 - d. All of the above
10. lights are attractive to kitchen staff and make kitchen more productive?
- a. Green
 - b. White
 - c. Red
 - d. Yellow
11. Which one of the followings is the steps involved in designing a good kitchen?
- a. Consider food purchasing policies
 - b. Estimate menu items to be prepared according to demand
 - c. Determine a basic menu design or pattern
 - d. All of the above
12. Which one of the following is generally not the shape of a Kitchen?
- a. U- Shape
 - b. L- shape
 - c. Y- Shape
 - d. Straight line
13. Which one of the following is not the concept and ideas for a facility planning of a restaurant?
- a. Coffee shop
 - b. Type of Menu
 - c. Operating hours
 - d. Type of facility
14. Which one of these is the leading cause of home fire deaths?
- a. Smoking
 - b. Cooking fires
 - c. Heating equipment fires
 - d. Electrical fires
15. The common methods used for biological contamination in waste water treatment plants are
- a. chlorination
 - b. UV light
 - c. both (a) and (b)
 - d. phenolic solvent

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

Subject: Hospitality Facilities Management

Full Marks: 100 Pass Marks: 50

Course Code: BHM 461

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. Why is the hotel's engineering highly required for hotel operation?
2. What is maintenance, and what are its main objectives?
3. What is Computerized Maintenance Management System "CMMS"?
4. What are the water resources and what contamination are there in water?
5. The benefits from implementing water conservation measures in hotels
6. List and describe the various types of fuse used in domestic circuit. Explain why switches are kept in live wire.
7. List 10 waste water collection and drainage components and identifies there uses.
8. Prepare a table showing different types of extinguishers used in the different types of fire.
9. Write the importance of refrigeration system in the hotel industry.
10. Write about the preventive maintenance and reactive maintenance.

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

Answer any **THREE** questions:

11. What are the two basic mechanisms of ventilation and describe in brief.
12. Write the engineering department relationship with each department in the hotel
13. What is Ohm's Law and what are the Series and parallel circuit rules.
14. Why is renovation essential to hotel? Explain the types of renovation and its process.
15. How are Staffing and Organization Chart developed and what are duties and responsibilities of the Chief Engineer of a hotel?

SECTION D: CASE STUDY (15 MARKS)

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

Following data relates to a one star hotel in respect to its electrical load in the business for the month of February 2023.

- a. 50 nos. 100 watt bulbs
- b. 40 nos. 60 watts ceiling fan.
- c. Two 2 KW heater
- d. 4 nos. 3KW oven
- e. Two 2 KW motors
- f. Four 1 KW Refrigeration
- g. 4 nos. 2 kw AC

Calculate the AMP current required for the building and will a 15 amp fuse blow in a 400V

THE END