

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

Exam Roll No.....

Subject: Human Resource Management and Organizational Behavior
Full Marks: 100 Pass Marks: 50

Course Code: BHM 431/331
Time: 3:00 Hours

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

Tick the best answers.

1. Performance and human resource outcome are the important components of Model
 - a. The Fombrum Model
 - b. The Harvard Model
 - c. The Guest Model
 - d. The Warwick Model
2. does not fall under changing environment of HRM.
 - a. Organization Restructuring
 - b. Social Inclusion
 - c. Globalization
 - d. Customer Demand
3. is not the nature of Human Resource Management
 - a. People Centric
 - b. Persuasive function
 - c. Non-Integrative action
 - d. Contiruous Process
4. is the significant of HRP.
 - a. Determine Future HR needs
 - b. Control Marketing Cost
 - c. Stay ahead of the competitor
 - d. None
5. external Supply is all about
 - a. Training office employee for growth
 - b. Promotion of an Employee
 - c. Employee shift from one dept to other
 - d. New employee onboarding from outside
6. is not the component of Workforce diversity.
 - a. Gender
 - b. Ethnicity
 - c. Migration
 - d. Caste
7. Independent Variables could be.....
 - a. individual behavior
 - b. group behavior
 - c. group behavior
 - d. all of the above
8. is the lowest-level need as per the Maslow Motivation Theory
 - a. Self Esteem
 - b. Love and Belonginess
 - c. Physiological
 - d. Existence
9. The lack of motivating factors will result in..... as per the Herzberg Theory
 - a. dissatisfaction
 - b. demotivation
 - c. no result
 - d. all of the above
10. are/is not the factor affecting Organization Behavior.
 - a. People
 - b. Effective Communication
 - c. Environment
 - d. Technology

11. Team is defined by:
- a. abilities
 - b. goals
 - c. values
 - d. no of people
12. is the minimum basic salary of an Individual as per the Labor Law of Nepal.
- a. Rs. 10,300/-
 - b. Rs. 9,315/-
 - c. Rs. 9,615/-
 - d. Rs. 9,500/-
13. Which one of the followings is the primary source of information about any candidate?
- a. Friends
 - b. Banks
 - c. Past Organization
 - d. Families
14. The migration of all citizens falls under segmentation
- a. behavioral
 - b. demographic
 - c. psychographic
 - d. geographic
15. Which one of the followings is not the recruitment option?
- a. Bulletins
 - b. Direct Advertising
 - c. Group Discussions
 - d. Referral

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

Answer any **EIGHT** questions:

1. Discuss the detailed the process of human resource planning for any tourism business.
2. Discuss the different types of emerging issues of human resource management currently existing in a restaurant business.
3. What are the different methods of reference checking that a Five-star Hotel does before hiring any candidate. Explain
4. Explain the Maslow's needs hierarchy theory with a figure.
5. Explain in detail the expectancy theory of motivation in context to tourism industry.
6. What is organizational behavior? What are its contributing disciplines.
7. Discuss in detail the group decision making process. Explain with the relevant examples to the context.
8. What is occupational safety and how do we create a positive working environment in an organization?
9. What are the features of healthy working environment. Illustrate with examples.
10. What is social inclusion. Why is it a contemporary issue in human resource management?

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

Answer any **THREE** questions:

11. Why is Human Resource Management an important component of any organization? What are the different forms of human resources model available? Explain in detail the pros and cons of each model available.
12. Explain in detail the compensation details as per the labor law of Nepal. What are the basic salary compositions and what can be done if any individual salary is below the prescribed level?
13. Discuss in detail the types benefits and perks that an organization gives to its employees. Are they really useful in to days globalized concept?
14. Discuss in detail the components of perception. Each individuals have different perception and one view on the particular aspect might differ to the other, why? What is the factor that contributes to an individual perception?
15. Discuss in detail the following:
 - a. job analysis
 - b. job enlargement
 - c. job enrichment
 - d. job re-design

SECTION D: CASE STUDY (15 MARKS)

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

Case I

The Ramesh Export Company ships sugar to many overseas ports. Over the years the company has stacked large bags of sugar onto pallets for shipping. Because of a lumber shortage, pallets for export have become very difficult to obtain. The management of Ramesh Export has presented the stock

manager with the challenge of reducing the number of wooden pallets used and/or to find a new way to supplement or change their stevedoring system.

- a. Can a Human Resource Management system be devised to eliminate the shortage of pallets? [5]

Case II

The Bikram Bottling Company delivers soda to vending machines throughout the northern section of Nepal. The Company takes pride in the fact that all the beverages are sold in returnable bottles. The president of Bikram Bottling feels it is his civic duty to help decrease the roadside trash that is often attributable to disposable beverage cans. The returned empty bottles are stored on the roof of the truck when the driver is making his deliveries. Upon returning to the warehouse after deliveries are made, a helper passes the empty cases from the roof of the truck to the driver standing on the ground. The driver then places the cases onto a conveyor.

- b. As an HR manager of Bikram Bottling company what contribution you could make to making this organization a better place to work? [5]

Case III

The Hawkins Supply Company, currently, faces an inventory rotation problem. This difficulty stems from the fact that some supplies must be used prior to a stated expiration date. Upon receipt, a new shipment of these perishable items must be stacked beneath the boxes that are currently in inventory. A substantial amount of time is consumed in restacking the items according to their expiration dates.

- c. The company would like to initiate an incentive program for the inventory rotation. What could be the ingredients of the incentive program? [5]

THE END

I, II

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ExamRoll.No.....

Subject: Food Production and Patisserie III

Course Code: BHM432/ 332

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. The founder of KFC is
 - a. colonel henry
 - b. colonel cristofer
 - c. colonel santos
 - d. colonel harland sanders
2. Ranch is a type of
 - a. dressing
 - b. simple salad
 - c. sandwich
 - d. compound salad
3. From which part of pork Bacon is obtained?
 - a. Shoulder
 - b. Belly
 - c. Fore leg
 - d. Back
4. Which one of the followings is the example of Oily Fish?
 - a. Cod
 - b. Sole
 - c. Salmon
 - d. Snapper
5. Which one of the followings is the major component of Standard Recipe?
 - a. Recipe Title
 - b. Ingredients
 - c. Portion Size
 - d. All of above
6. Canape refers to
 - a. bite size small open sandwich
 - b. sandwich
 - c. appetizers
 - d. bread
7. Caviar is obtained from
 - a. salmon fish
 - b. sturgeon fish
 - c. lobster
 - d. herrings
8. pastryis used for preparing Tranches de Fruit.
 - a. Sweet
 - b. Choux
 - c. Puff
 - d. Phyllo
9. In French classical menu, the fish dishes are termed as.....
 - a. poussin
 - b. poison
 - c. pesce
 - d. poisson
10. Fresh vegetables are stored in the temperature.....
 - a. 0 to 3 degree Celsius
 - b. Below 0 upto -3 degree Celsius
 - c. 0 to 18 degree Celsius
 - d. 0 to 10 degree Celsius
11. Poussin chicken weights
 - a. 200 – 300 gm
 - b. 300 – 400 gm
 - c. 400 – 500 gm
 - d. none of the above

12. Century egg is preserved for.....
- a. 1000 years
 - b. 1000 days
 - c. 100 days
 - d. 100 years
13. The popular preparation 'little hearts' or dim sums (small bite sized portioned food) is the creation of....
- a. eastern cuisine
 - b. western cuisine
 - c. northern cuisine
 - d. southern cuisine
14.is a term applied to all wild animals that are suitable for human consumption.
- a. Game
 - b. Fowl
 - c. Offal's
 - d. Hunted animals
15. can be defined as dish in which ingredients are set with the meat stock or consommé and gelatin
- a. Pate
 - b. Aspic
 - c. Terrine
 - d. Galantin

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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. Give insights on poultry along with detail about the various cuts of chicken [1+4]
2. Provide the information about sandwiches and outline the steps or tips for preparing a sandwich. [1+4]
3. Why do we need of appetizers in meals? [5]
4. Why are fast foods popular these days? Discuss it along with the features. [2+3]
5. Elaborate the various varieties of dressings used in culinary applications. [5]
6. Name and discuss the various types of salad. [5]
7. Provide an overview of charcuterie. [5]
8. Discuss the various worldwide popular Chinese foods. [5]
9. Explain cake making process along with their ingredients. [4+1]
10. Explain the different types of pastries with examples. [4+1]

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

Answer any **THREE** questions:

11. Explain, in detail, southern Cuisine of China. What are the ingredients used in Chinese cuisine? [5+5]
12. Being a Chef in Chain Restaurant, why do you need to use Standard Recipe? Show your thoughts along with the format of standard recipe. [6+4]
13. If you are the Ex.Chef of five star hotels, what kind of organizational chart will be suitable for your section? Also enlist your job descriptions. [10]
14. Classify fish with examples. Enlist the various cuts of fish. [4+6]
15. Make detailed point of the various types of sandwiches. [10]

SECTION D: CASE STUDY (15 MARKS)

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

Molecular gastronomy is a culinary discipline that explores the scientific principles and techniques behind cooking to create innovative and often avant-garde dishes. It combines elements of chemistry, physics, and biology with traditional culinary arts to experiment with the physical and chemical transformations that occur during food preparation. Some of the Key features of molecular gastronomy include: Ingredient Manipulation: Chefs use various techniques, such as spherification (creating small spheres or "caviar" from liquids), foaming, and gelling, to transform the textures and appearances of ingredients. Temperature Control: Precise temperature control through methods like sous-vide cooking is essential to achieve specific results and textures in dishes. Emulsification: Creating stable emulsions and foams is common in molecular gastronomy, leading to unique textures and presentations. Use of Uncommon Ingredients: Chefs may incorporate unconventional ingredients or substances like liquid nitrogen and agar-agar to achieve specific effects. Presentation and Visual Appeal: Molecular gastronomy often emphasizes the artistic presentation of dishes, combining scientific precision with

aesthetics. Flavor Pairing: Chefs explore unconventional flavor combinations and pairings to surprise and delight diners.

Notable figures in the field include chefs like Ferran Adrià, Heston Blumenthal, and Grant Achatz. Molecular gastronomy has influenced modern cuisine by pushing the boundaries of what's possible in the kitchen and challenging traditional culinary norms. It has led to new culinary innovations and a deeper understanding of the science behind cooking, resulting in unique dining experiences.

Questions:

- a. Give the basic thrust of the above text. [5]
- b. Show your analysis on Molecular Gastronomy and its significance. [5]
- c. Illustrate the basic features of Molecular Gastronomy. [5]

THE END

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Exam Roll No.....

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

Course Code BHM433/333
Time: 3: 00 Hours

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

Tick the best answers.

1. Coffee flavored liqueur is
 - a. tia-maria
 - b. chambord
 - c. safari
 - d. amaretto
2. Ethyl alcohol evaporates at:
 - a. 76.5°C
 - b. 82.5°C
 - c. 70°C
 - d. 78.5°C
3. Absolute Vodka is originated from
 - a. Ireland
 - b. Netherland
 - c. Sweden
 - d. USA
4. Which one of the following constituents of grape has yeast?
 - a. Stalk
 - b. Pulp
 - c. Skin
 - d. Pips
5. Chaptalization is the addition of.....
 - a. yeast
 - b. acid
 - c. SO₂
 - d. none of the above
6. The process of collecting sediments to the neck of the bottle by periodically shaking of bottle is
 - a. rémuage
 - b. dosage
 - c. dégorgement
 - d. pupitre
7. According to UK Proof 75° degree Proof is equal to ____ % ABV?
 - a. 42.8%
 - b. 37.5%
 - c. 57.1%
 - d. 40.2%
8. Daiquiri is made with.....
 - a. vodka
 - b. scotch whiskey
 - c. cognac
 - d. rum
9. Bourbon whiskey is made from mash consisting of corn at least
 - a. 31%
 - b. 51%
 - c. 61%
 - d. 41%
10. The most preferred spirit for digestive is
 - a. rum
 - b. gin
 - c. whiskey
 - d. brandy
11. Dunder is the
 - a. name given to cask
 - b. flavored rum
 - c. rum based cocktail
 - d. yeast from previous fermentation
12. Which one of the followings is used as sparkling agent in carbonated beverages?
 - a. Sodium benzoate
 - b. Sparkling colorant
 - c. Acidulants
 - d. CO₂

13. Cocktail, having egg in its making is made by

a. shaking

b. stirring

c. building

d. layering

14. Cognac with five stars on the label indicates ageing of minimum of

a. 1 year

b. 3 years

c. 2 years

d. 4 years

15. Sour mash used whiskey is

a. rye whiskey

b. Canadian whiskey

c. bourbon whiskey

d. corn whiskey

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Full Marks: 100 Pass Marks: 50

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

Answer any **EIGHT** questions:

1. Differentiate between Pot Still and Patent (Continuous) still method.
2. How is tequila served? Name any five famous brands of tequila.
3. Explain the functions of various parts of bar.
4. How do demineralization and filtration play the role in the manufacturing process of vodka?
5. What is Wine?. How it's served?
6. Differentiate between tequila and mezcal with its basis.
7. Explain the possible faults in a wine and reason for them.
8. Define gin. How is gin flavored? Explain.
9. How does a whiskey become scotch. Explain the types of American Whiskeys
10. Write short notes on:
 - a. Prosecco
 - b. Calvados

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

Answer any **THREE** questions:

11. "All champagne is sparkling wine, but not all sparkling wine is champagne",
12. Explain the step-by-step manufacturing process of wine. List any five grapes' varieties used while manufacturing wine.
13. What are the different categories of brandy? List down the four popular brands of brandy.
14. Explain, in detail, the steps involved in bar operations. List down the major tools and equipment's that are used in bar.
15. Explain the popular types of traditional beverage consumed in Nepal

SECTION D: CASE STUDY (15 MARKS)

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

Cocktails are a popular choice for many customers in an F&B (Food and Beverage) outlet, and there are various styles of cocktails, each with its unique flavor profile, ingredients, and serving methods. In mixing mixed drinks, showmanship can be exploited. Many people especially woman, will often order a drink because it looks nice. Garnish refers to the decorative elements that are added to a cocktail.

- a. What are the various methods of preparing cocktails?
- b. What are the garnishes that are mostly used while preparing the cocktails?
- c. What are the things that should be considered while making a good cocktail?

THE END

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Semester - III

Exam Roll No.....

Subject: Food Science and Nutrition
Full Marks: 100 Pass Marks: 50

Course Code: BHM 435/335
Time: 3: 00 Hours

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

Tick the *best* answers.

1. Night blindness is a deficiency disorder caused by deficiency of.
a. tryptophan
b. vitamin A
c. vitamin B3
d. tocopherol
2. Oligosaccharides are
a. fatty acids
b. amino acid
c. building blocks
d. carbohydrate
3. Cereals are food groups whose serving size per day is
a. 30 g
b. 25 g
c. 45 g
d. 50 g
4. Staphylococcus are bacteria that are arranged in:
a. chain
b. pair
c. bunch
d. cuboidal pattern
5. MAP is the method of preservation:
a. applies chemical
b. applies heat
c. applies gamma rays
d. applies gases
6. _____ is the protein found in milk.
a. Plasma
b. lactose
c. casein
d. zein.
7. Certain vitamin B complex acts as :
a. coenzymes
b. hormones
c. clotting factor
d. digestive agent
8. The purpose of refrigeration is to:
a. kill bacteria
b. make food taste better
c. reduce moisture
d. slow bacterial growth
9. DFTQC of Nepal carry out the following activities:
a. food inspection
b. licensing
c. none of the above
d. all of the above
10. Broken glass, stapler pins are classified as
a. physical hazard
b. biological hazard
c. CCP
d. contaminants

11. What is the ideal temperature for growth of Mesophilic microorganisms?
a. 0-5°C
b. 25-40°C
c. 35-40°C
d. 55-66°C
12. Anemia is caused due to the deficiency of:
a. carbohydrate
b. Iron
c. Iodine
d. PUFA
13. Water in human body helps to:
a. provide energy
b. burn fat cells
c. regulate body temperature
d. none of the above
14. Organic nutrients include
a. carbohydrate and water
b. protein and fat
c. vitamin and minerals
d. none of the above
15. Vermicomposting is done by
a. burning waste
b. burying waste
c. decaying waste
d. use of worms

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Subject: Food Science and Nutrition

Full Marks: 100 Pass Marks: 50

Course Code: BHM 435/335

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. Differentiate between macro and micro nutrients.
2. List down the general functions of water in human body and provide an examples.
3. What are the factors that affect RDA of nutrients?
4. Describe the 5 Ps of GMP to obtain quality and safe product.
5. Compare the morphological difference between bacteria and virus.
6. Define spoilage. Describe the various causes of food spoilage.
7. Describe how pH and moisture content of food affects the growth of microorganisms?
8. What determines the quality of food protein?
9. Why is HACCP is important?
10. Briefly discuss the various methods of solid waste disposal.

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

Answer any **THREE** questions:

11. Give a brief account on fat soluble vitamin. List down their types and functions in human.
12. List down the objectives of food preservation. Describe the various methods of food preservation by application of heat.
13. Define malnutrition. Compare the difference between PEM and VAD
14. Classify carbohydrate. List down the general functions of carbohydrate.
15. Define intrinsic and extrinsic factors. Explain how temperature, relative humidity and gaseous concentration of storage affects the growth of microorganism.

SECTION D: CASE STUDY (15 MARKS)

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

Marie and laurel had started a food business from home. On July 7th they got orders for ham burgers, fruit salad and ice-cream for 25 people who were hosting a birthday party at a park. Being a mother of two girls Marie had to start up early preparing the burgers which she had been assigned for. Her 6 year old daughter needed help to braid her hair for school, so she wiped her hands with the tea towel and braided her hair and then finished making burgers. Laurel on the other hand made ice cream the night before the delivery and stashed it in the deep freezer along with the frozen poultry and fish. The following morning she collected the fruits from the supermarket rinsed it in the tap water, chopped some raw poultry to bake it for her husband's lunch box and then started dicing the fruits for salad on the same chopping board. The salad dressing she had prepared yesterday and forgot to put in the refrigerator, put her in dilemmawhether to use it or throw it. Later, she decided it wouldn't kill anybody to eat an overnight prepared salad dressing. With such hustle the two stay at home moms were proud to finally deliver the food to their customers on time at the park.

Questions:

- a. What errors did Marie and Laurel do from food safety prospect?
- b. What is the principle of refrigeration? Is Laurel correct about her decision to use the salad dressing? What must have happened in the salad dressing?
- c. Suggest the various measures that the two ladies must adopt to prevent cross contamination.

THE END

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Semester - III

Exam Roll No.....

Subject: Front Office Operation I
Full Marks: 100 Pass Marks: 50

Course Code: BHM 434/334
Time: 3: 00 Hours

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

Tick the *best* answers.

1. The mean plan which includes room and breakfast is:
 - a. BB
 - b. EP
 - c. MAP
 - d. Bermuda Plan
2. Front Office and Housekeeping Department communicate with each other for the following purpose:
 - a. cleaning room
 - b. plumbing and electrical problem
 - c. forecasting sales
 - d. meal plan for the day
3. The department which looks after the system of hotel is:
 - a. IT department
 - b. accounts department
 - c. security department
 - d. engineering and maintenance department
4. The following section is located in front of the house:
 - a. reservation
 - b. business center
 - c. telephone operation
 - d. pantry
5. The role of front office includes:
 - a. check in functions
 - b. welcoming of guest
 - c. communicating
 - d. all of the above
6. A room which also has balcony is:
 - a. cabana room
 - b. penthouse
 - c. lanai room
 - d. studio room
7. The department mainly responsible for promotion and enhancing sales is:
 - a. sales and marketing department
 - b. food production
 - c. front office
 - d. housekeeping
8. The hotel which is located in the heart of city is:
 - a. sun urban hotel
 - b. budget hotel
 - c. downtown hotel
 - d. resort
9. Pre-Registration is mostly significant for the check in of:
 - a. FIT
 - b. VIP
 - c. group
 - d. foreigners

- 10. The facilities related to use of computed, photocopy, scanning, etc is given by:
 - a. business centre
 - b. travel desk
 - c. reception
 - d. information
- 11. Guest account is created for:
 - a. walk in guest
 - b. skipper
 - c. no show
 - d. in house Guest
- 12. Due to reason front office department is known as nerve center of hotel:
 - a. circulate information to all other department
 - b. circulate rooms to another department
 - c. circulate cash
 - d. generates maximum revenue
- 13. Room change is the facility provided during:
 - a. pre – arrival
 - b. departure
 - c. arrival
 - d. stay
- 14. The guest with light luggage or no luggage is:
 - a. scanty baggage
 - b. skipper
 - c. walk in
 - d. no show
- 15. The key used by room maid for cleaning of room is:
 - a. master key
 - b. pass key
 - c. grand master key
 - d. emergency key

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Subject: Front Office Operation I

Full Marks: 100 Pass Marks: 50

Course Code: BHM 434/334

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. List the functions of front office department.
2. How is reservation different from registration?
3. List the duties and responsibilities of a Front Desk Agent.
4. Explain the sources of reservation.
5. List the check in procedure for FIT.
6. What are the types of plan practiced in accommodation industry?
7. Define: 1) VIP 2) Scanty Baggage
8. How does hotel maintain security through key handling?
9. How is death handled in hotel?
10. List the duties and responsibilities of a receptionist.

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

Answer any **THREE** questions:

11. Classify hotel on the basis of affiliation.
12. Draw the stages of guest cycle. What are the activities in each of these stages? Explain.
13. How is wake up and message handled for in house guest?
14. List the sections within Front Office Department. Also, list the functions of all the sections separately.
15. List the SOP for Check Out Process. Also, mention the difference between provisional bill and tax invoice.

SECTION D: CASE STUDY (15 MARKS)

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

Front office is the first department of hotel which comes in contact with the guest at the time of arrival of guest and the last department when guest depart from the hotel. This department performs the various functions like reservation, reception, registration, room assignment and bills settlement of a guest. The guest remains in contact of this department for information and kind of help. Thus the satisfaction of guest depend on the behavior of front desk agent. You are working as a front desk agent. A guest comes to you and starts to shout at you. He is angry and frustrated about some of his dissatisfaction during the stay. Some of the complaints he made as listed below:

- He requested for a sea view room. Instead, the room he checked in room has city view.
- There is no hot water to drink.

He keeps on mentioning that the hotel being 5 star, the service is very poor and is not worth the price.

- a. How would you handle this situation? Also, address each of his complains. [10]
- b. List the types of complain in general. Illustrate with examples. [5]

THE END