



**Model Questions–2077**

**Grade: XI**

**Subject: Hotel Management (4391)**

**F.M.:50**

**SET I**

*Candidates are required to give their answers in their own words as far as practical. The figures in the margin indicate full marks.*

**Section: A**

**Write Very short answer to the following Questions.**

**9x1=9**

1. Mention the basic components of tourism.
2. List down operational department of hotel.
3. Name any four international chain hotels.
4. Classify hotel on the basis of its location.
5. List down the section of front office department.
6. List any four supplies in a guest room.
7. Give four examples of fruit vegetables.
8. List any four-linen used in restaurant.
9. Define outlets and mention four F&B outlets.

**Section: B**

**Write Short answer to the following Questions.**

**5x5=25**

10. What is accessibility in tourism? Explain with the reference of its condition in Nepal.
11. Explain different types of catering establishments with examples?
12. Define left luggage and write down the handling process of it.
13. Define different sections within housekeeping department.
14. Classify vegetables and explain the major cuts of vegetables.

**Section: C**

**Write Long answer to the following Questions.**

**2x8=16**

15. Draw the organization chart of food and beverage service department and explain different outlets of food and beverage department.
16. What are different types of keys used in hotel? Explain their control system.

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**SET II**

*Candidates are required to give their answers in their own words as far as practical. The figures in the margin indicate full marks.*

**Section A**

**Write Very short answer to the following Questions.**

**9x1=9**

1. Name any four international chain restaurants.
2. List down the functional departments of Hotel.
3. Who is excursionist?
4. List down the facilities available in Modified American Plan.
5. List down any four types of rooms in a Hotel.
6. Who is houseman?
7. Give any four examples of root vegetables.
8. Enlist the various types of vegetable cuts.
9. List down four types of glass ware with its uses.

**Section B**

**Write Short answer to the following Questions.**

**5x5=25**

10. What different types of hotels fall under the location factors? Explain.
11. Write down the duties and responsibilities of waiter/ess.
12. Define plan and explain the various plans offered by a hotel.
13. Define and draw a neat format of maintenance order slip.
14. Explain the various types of kitchen.

**Section C**

**Write Long answer to the following Questions.**

**2x8=16**

15. Define reservation and explain various procedures of room reservation? Illustrate with the help of flow chart.
16. Explain the components of tourism.

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### SET III

*Candidates are required to give their answers in their own words as far as practical. The figures in the margin indicate full marks.*

#### Section A

**Write Very short answer to the following Questions. 9x1 = 9**

1. Define Chain Hotel.
2. What is maid's card?
3. Who is Domestic Tourist?
4. What do you understand by term Skipper.
5. Write down the full form of GRE and FIT.
6. What is the function of the Emergency Key?
7. Who is responsible for preparation of cold food items?
8. What is the French term for Senior Captain?
9. What is the standard size of Square Table for four covers?

#### Section B

**Write Short answer to the following Questions. 5x5=25**

10. What the difference between Downtown hotel and Resort?
11. Define hospitality and explain its characteristics.
12. Explain the Telephone Handling Etiquette.
13. Write the major responsibilities of Room Attendants.
14. What are the attributes of food and beverage service personnel? Explain.

#### Section C

**Write Long answer to the following Questions. 2x8=16**

15. Draw a neat diagram of large hotel organization and explain operational departments of hotel.
16. Highlight the coordination departments of kitchen with their relationship.

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