

POKHARA UNIVERSITY

Level: Bachelor

Semester: Fall

Year: 2024

Program: BHM

Full Marks: 100

Course: Accommodation Operation I (New)

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Explain the importance of housekeeping in hospitality industry.
2. Define contents and supplies.
3. Write any six bathroom supplies used in guest room.
4. Which chemical is used for polishing Brass and Silver surface?
5. How do hotel handle guest complaint?
6. Who is suspicious guest?
7. Mention any four forms and formats maintained by control desk .
8. Define work environment Safety with Example.
9. Draw the format of maintenance order slip.
10. Enlist the name of mechanical equipment used in housekeeping operation.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the function of housekeeping department in hotel
12. Define key and explain the types of keys with key control measures.
13. What are the selection criteria of cleaning equipment before cleaning in hotel? Explain types of cleaning.
14. Define lost and found with its procedure.
15. Explain the procedure of handling dead guest in hotel.
16. What are the most commonly using cleaning agents in hotel and how do they contribute to maintaining hygiene and cleanliness in hotel?
17. How will you handle the situation if you find the "Theft" in hotel?

Section "C"
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

The Park Hotel's housekeeping department had a reputation for hard work, but some guests complained about a lack of attention to detail in the rooms. Guest feedback mentioned finding dirty floors, smudges on mirrors, and even the occasional stain on bedding. The hotel's management decided to focus on improving housekeeping standards, especially when it came to hygiene and grooming. They introduced mandatory training sessions on proper cleaning techniques and the importance of a neat appearance. Staff were provided with high-quality cleaning supplies and new uniforms. To ensure consistent results, the hotel implemented a system of regular room inspections. Housekeeping staff were recognized and rewarded for exceptional performance. Within a few months, guest satisfaction scores for room cleanliness improved significantly.

Questions:

- a. What was the main problem at The Park Hotel's housekeeping department? Do you think management decisions were effective? Why or why not?
- b. If you were the hotel manager, what additional steps might you have taken to improve housekeeping standards?

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Course: Business Communication for the Hotel
Industry

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Give the solution for the situations below:
 - a. Guest forgets his razor and shaving cream.
 - b. Guest needs a hair dryer.
2. How would you respond to a guest who wants to use the transportation service early at 6 am?
3. Write down the full form of the given room types.
S2D, FD, DA, S2
4. Give details of the room to your guest.
5. How do you take drink orders?
6. What would you say to a guest who is checking out?
7. Suggest an appetizer to the guest explaining its making process.
8. Put the words in the following sentences in the correct order correcting the errors.
A: I'm Hello Anita I'm Italy from
B: part Hey too me which
9. Correct the following sentences:
 - a. I want to know where is the information center?
 - b. There comes some mice.
10. What would you say in the following situations?
Guest: The air conditioner in the room is not working.
You:
Guest: The item in the bill was not ordered.
You:

Section “B”
Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Compose a dialogue between a bar person and a guest using the following key expressions:
Welcome the guest
Enquire the drinks Explain choice
Apologize that the drink is not available
Offer an alternative.
Serve the drinks.
12. Prepare a standard hotel brochure where you work including introduction, vision and mission, room types, special services, rate and discount.
13. Suppose, you work in a reputed hotel and a guest has asked about conference facilities in your hotel. Now, write a letter to the guest responding to his/her enquiry.
14. Write a letter of appreciation to a guest who has been your regular customer and recently has given you a business of one million. Express your gratitude for the trust, good promotion, timely feedback and advance payment they make each year.
15. Make the conversation about the guests’ concerns in the bill during the check-out at your hotel.
16. What is visual aid? Why is it important in presentation? How does it help in communication? Explain
17. Describe the idea of room service. Explain the service that you provide in your hotel.

Section “C”
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*
Hotel Imaginary Land, located in Budhanilkantha, Kathmandu, is a serene place known for its lush greenery and proximity to the iconic Shivapuri National Park. The hotel offers an escape from the bustling city life while being only a short drive from the Kathmandu Valley. Despite its strategic location and tranquil environment, Imaginary Land faces challenges that impact its appeal to local valley dwellers and its ability to attract and retain a broader customer base.

Imaginary Land positions itself as a premium resort, resulting in pricing that is often perceived as high by Kathmandu residents. Many valley dwellers question the value-for-money aspect, given that the hotel is relatively close and doesn’t offer the “distant getaway” experience that justifies higher spending. Competitors within a similar price range offer

unique experiences, such as adventure activities, cultural programs, or themed accommodations, which might make their offerings more attractive.

While Imaginary Land is lauded for its natural ambiance, it lacks distinctive features or activities that could set it apart from other resorts. Guests often seek immersive experiences such as local culinary delights, curated cultural events, or bespoke recreational activities. These are not prominently offered at Imaginary Land. The hotel's proximity to Budhanilkantha and Shivapuri National Park presents an untapped opportunity to integrate local cultural and ecological elements into its services.

Because of that valley dwellers often opt for alternative options that provide either better value for money or a more unique experience. The absence of localized offerings such as traditional Nepali cuisine, guided cultural tours, or eco-tourism activities diminishes the hotel's potential to create memorable experiences. Other resorts and hotels in and around the valley leverage unique selling points, making it harder for Imaginary Land to maintain a competitive edge.

Questions: [4×5]

- a. How can Imaginary Land balance its premium pricing strategy while catering to the price sensitivity of valley dwellers?
- b. What unique attractions or activities could Imaginary Land introduce to differentiate itself from other resorts in the Kathmandu Valley?
- c. How can the hotel effectively leverage its proximity to Shivapuri National Park and Budhanilkantha to create memorable guest experiences?
- d. What role can collaboration with local artisans, chefs, and cultural groups play in enhancing the hotel's offerings?

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Full Marks: 100

Course: Food and Beverage Service I (New)

Pass Marks: 45

Time: 3 hrs.

Candidates are required to answer in their own words as far as practicable. The figures in the margin indicate full marks.

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Write down some major differences between primary and secondary catering.
2. Discuss in brief the importance of organizational chart in F&B department.
3. Show the differences between coffee shop and specialty restaurant.
4. Mention some limitation of disposables.
5. How wrong selection of equipment creates psychological impact of guest?
6. "Menu is a merchandizing tool", Justify the statement.
7. What is Plat du jour and Carte du jour?
8. Define EMT.
9. List any four importance of personal hygiene and grooming.
10. List out the types of table services.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Elaborate the meaning of food service industry. Explain the types of food service industry.
12. Define competencies and briefly example the various types of hospitality competencies.
13. Discuss the ancillary sections of F&B department in detail with its importance.
14. What are the general points to be consider while selecting equipment for the department?
15. What are the various meal service facilities offered by the professional catering established?
16. What are the etiquette of F&B personnel, why etiquette is important in an organization.
17. Briefly explain the various modes of payment in a hotel.

Section "C"
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

‘The Cloud Room’ is specialty restaurant offering Continental cuisine in Thamel. This restaurant has been open for one year and sales have been good, restaurant owner hires you because you are knowledgeable about the latest trends in Continental cuisine and menus that are authentic and sustainable.

Although the restaurant is doing well, would you like to:

- a. Create a new menu (4 course table d’ hotel menu with 3 choices on each course).
- b. State the factors that you have considered while planning the menu.

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Full Marks: 100

Course: Food Production and Patisserie I (New)

Pass Marks: 45

Time: 3 hrs.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Mention five names of famous chef.
2. Define Culinary history.
3. What is personal hygiene and grooming?
4. List out any five names of kitchen uniforms.
5. What are the main etiquette's of kitchen staff?
6. What is CNG and LPG gas?
7. Write down the three benefits of solar.
8. What is roux and its types?
9. What is consommé soup?
10. What points should be considered while preparing stock?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. ‘French classic cuisine is base for many western cuisines.’ Explain the statement with suitable answer. Explain few French classic dishes.
12. Why hygiene is very important for the kitchen staffs? What are the different kinds of hygiene should be followed in the kitchen?
13. Write down the duties and responsibilities of executive chef. Why it is very important for kitchen department to coordination with internal customer?
14. List down any five kitchen tools and explain the function of each. How do you select the kitchen equipment?
15. Explain each vegetable cuts and their uses in the kitchen department.
16. Define heat transfer and explain moist cooking methods in detail.
17. Define soup. Explain its types with suitable example.

Section “C”
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

Mr. Shyam Bahadur is a newly joined staff in the Hotel Hyatt Kathmandu. He is appointed for the post of Commis II and also working normally according to hotel standard. Hotel was very busy last night (18th December 2024 Wednesday) and he close the kitchen in regular ending time. On the date (19th December 2024), one of the Commis I cook named Mr. Ramesh went to ‘walk-in chiller’ and he saw some foods are put on the ground and tomato sauce was spoiled on the chiller floor. Ramesh complains to the CDP about the situation. Then CDP called the Shyam and started to scold.

Questions:

- a. If you were Shyam, what would you do in such situation? [5]
- b. How and who will clean the ‘walk-in chiller’? [5]
- c. Mention the rules to be followed while storing food items? [10]

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Full Marks: 100

Course: Fundamentals of Tourism and Hospitality (New)

Pass Marks: 45

Time: 3 hrs.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. List out any four UNESCO heritage sites of Nepal.
2. Why Tourism is important?
3. What is sustainable tourism? Explain.
4. Enlist the contribution of Thomas Cook in tourism development.
5. Mention any four differences between product and service.
6. Point out the difference type of visa.
7. Mention any four ethical issues in hospitality and tourism industry.
8. What is the importance of Itinerary?
9. List out three international airports of Nepal.
10. Explain the meaning of MICE in tourism.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Why do people travel? Identify and explain various factors that motivate visitors to travel.
12. Explain various types of tourism in detail as per plog model.
13. What are the main trends in modern tourism?
14. What do you understand by tourism and hospitality products and services? Distinguish between tourism products and services.
15. Explain the types of passports and visa.
16. Define and discuss the concept of franchise and management contract
17. Formulate a travel related program itinerary for 3 night and 4 (choose your own destination, pax: 5 adults, activity your choice).

Section “C”
Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*

Amaltari Homestay located approximately 7 km South from Danda Nawalpur on East-West Mahendra Highway is connected to the Gundahi Dhakaha Central community Forest on the banks of the Narayani river and near to the Chitwan National Park Showcasing the essence of natural beauty, wildlife as well as the culture and tradition of the natives including Tharu, Bote and Mushahar communities. The Narayani River is a prime habitat for the world's endangered watch crocodiles and home to several seasonal birds and the Gundahi Dhakaha intermediate community forest area in this area is a permanent residence for various species, leopards, spotted tigers, Rhinos, bears etc. In almost a decade, more than one lakh domestic and foreign tourists have settled here.

Questions:

- a. Based on the above scenario, write down the objectives of Amaltari Homestay.
- b. Write down the socio-cultural, economic and environmental impacts of Amaltari Homestay.
- c. What can be the current and future challenges for Homestay?
- d. What are the different bases of tourist arrival in Amaltari Homestay?