

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2024

Programme: BHM

Full Marks: 100

Course: Accommodation Operation I (Old)

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. What do you understand by the term “Housekeeping”?
2. Draw the organizational chart of medium hotel.
3. List out any 5 room supplies.
4. Explain about cleaning.
5. Define PH value.
6. List out the various types of cleaning Agent Used in Housekeeping Department?
7. Define individual and emergency key.
8. Define Fire. List out the 3 Es of Safety.
9. Shortly explain the purpose of having a control desk.
10. Define safety and security.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define housekeeping. Explain the function of housekeeping department.
12. Sketch a layout and explain the housekeeping department’s several sections.
13. Define room. Elaborate on several types of guest rooms.
14. What are the types of Cleaning Equipment’s and their uses. Explain in brief.
15. Explain different types of floors. Also elaborate about the care and cleaning of different surfaces.
16. How you deal with theft guest and accident? Explain.
17. How do you handle Lost and found Section in Housekeeping Department? Draw the diagram of Lost and Found Register and Explain in Detail.

Section “C”

Case Analysis

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

Mr. Rojesh, Room supervisor was at the floor and one of the guest approaches to the him and told to Mr. Thapa that he lost his room key he also need extra pillow in his room and he want another spare key of room number but guest was little bit confused with the room number and he was even inquiring about the places for city tour.

Highlighting points

Guest was little bit confused with room number

Questions:

- a. What should the action plan and security procedure that Mr. Thapa has to follow?
- b. How you deal with key handling procedure explain with key control format?

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Full Marks: 100

Course: Business Communication for Hospitality

Pass Marks: 45

Industry (New)

Time: 3 hrs.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Imagine you work in the Dwarika Hotel as a receptionist. Welcome a guest in your hotel.
2. Write a clear direction to the nearest supermarket from your hotel premises.
3. What would you say in the following situations? Write your response.
 - i. Guest: We need some more towels in the bathroom.
 - ii. Guest: Could I have a hair dryer, please?
4. Recommend some cultural heritage sites or famous sites of your areas to the guest of hotel.
5. Report the following items of direct speech:
 - i. ‘What will happen if I refuse?’ Jim said quietly to himself.
 - ii. “I’m afraid that the council cannot treat your case as urgent,” the letter said.
6. Enlist any four elements of a memorandum.
7. Correct the mistakes in the given sentences.
 - i. Laundry service still is available?
 - ii. What time is the restaurant open, please?
8. Put in an apostrophe where necessary.
 - i. Ive been to Dubai.
 - ii. Youd better contact the manager.
9. Complete the suggestions using these expressions:
I can recommend the.....
I suggest....
 - i. If you prefer herbal tea,.....
 - ii. For a soft cheese,.....
10. List four specialties of a five-star hotel?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Suppose you are the front desk manager of the hotel and a guest has asked for the reservation of a single-bed room for the couple for two nights. Now, write an email responding to the guest.
12. Compose a dialogue between a waiter and a guest whereby the waiter welcomes guests and takes orders for aperitifs.
13. Describe a standard bedroom in the hotel where you work using some of these words:
TV, double bed sheets, CD player, coat hangers, wardrobe, desk chairs, radio, alarm, remote control, pillows, telephone.
14. Imagine that you are the Manager of ABC hotel. You are going to organize a meeting to discuss about the plans for upcoming State banquet which will be held in your hotel premise. Write a memorandum to all staffs informing them to attend the meeting.
15. Write a story of a very special day: a birthday, a visit, a wedding, etc.
16. Write an e-mail to the guest describing different services available in your hotel. Describe any four facilities in your hotel.
17. Draft a job application letter to Mr. Ram Malla, the head of the HR Department of the Ambassador Hotel situated in Lainchaur, Kathmandu, Nepal for the post of Bar Manager advertised and published in the Kantipur Daily on 20 July 2024.

Section “C”

Case Analysis

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

The ABC resort is a three star resort located at the beautiful hills of Nagarkot. The resort started its operation since year 2010, and has been receiving various customers from all around the world. The resort management is trying as hard as they could to provide excellent service to all its customers, hoping that the guests will return to stay in the resort next time.

Recently, the Customer Service Department of the resort received many complaints from the guests. Most of the complaints are pointing to the Housekeeping Department and the Front Desk. The guests complained that the Housekeeping is not doing proper cleaning work. On the other hand, the Front Desk staff is rather slow in checking in and checking out guests.

Since last month, the resort suddenly received many resignations from the Housekeeping Department as well as the front desk. Due to this matter, the resort faces shortages of manpower quite seriously. The Human Resource (HR) Department needs to solve these problems soonest possible

before things got worse. Hence the HR department conducted the investigation to understand what the problem that is causing all this is.

After a month of investigation, it was found that employees are unhappy with their performance reviews as well as their salaries and compensation packages. Employees feel the managers are not really evaluating them based on their effort and hard work. In addition, they feel that their salary compensation is quite low as compared to other competitors.

Questions:

- a. Discuss the challenges faced by ABC Resort that negatively impacted the resort's brand image and guest loyalty. [10]
- b. As an employee of the Customer Service, Housekeeping or the Front Desk department, draft an email to the HR Director suggesting any five factors as instructions that need to be considered when determining the salary structure of the organization. [10]

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Course: Business Communication for the Hotel Industry (Old)

Pass Marks: 45

Time: 3 hrs.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Name the countries where these currencies are used: Yuan, Yen, Peso and Rouble.
2. Write the full forms of S2D and FD.
3. Introduce yourself along with your profession.
4. What is a Minute and why is it important for business organization?
5. Put the words in correct order:
 - a. yet he bill paid hasn't the?
 - b. You identification any have got?
6. Correct the given sentences.
 - a. It's doesn't open 8 am.
 - b. Mrs. Jones Checks out yesterday 8:30.
7. Make a polite request for leaving a message in telephone.
8. Give the solution for the situation below:
 - a. Guest forgets his razor and shaving cream.
 - b. The guest needs a hair dryer.
9. Enlist any two complaints handling techniques in a restaurant.
10. Write the importance of pathos in persuasive writing.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What kinds of conflict do you experience in your hotel? How does negotiation help to resolve them?
12. Describe your ideal hotel bedroom along with the amenities it includes.
13. Write an apology letter in response to an enquiry for a double room with Mountain View which the hotel can't offer to the guest, but give an alternative that suits them.
14. Draft an email confirming the changes of dates as per the request of the guest and other details of Booking confirmation.
15. Make a conversation between the guest and the receptionist while checking in the guest.
16. Welcome the guest at the restaurant and take the orders for the starter, main course, drinks, dessert and payment for it.
17. Imagine that you are the marketing manager at a very popular restaurant in Pokhara. There is a drastic fall in the sales and its popularity in the community recently. Prepare a report analyzing the situation and come up with a proper solution and recommendation for the comeback of the restaurant.

Section “C”
Case Analysis

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

[20]

Hotel XYZ is one among the top three-star hotels in Far Western Province of Nepal which provides standard and luxurious services. It was established in 2010, the company has grown steadily and now boasts 50 properties worldwide. Hotel XYZ prides itself on providing exceptional service, luxurious accommodations, and unique experiences for its guests. Despite its success, the company faces several challenges as it navigates a hotel increasingly competitive market.

Hotel XYZ has traditionally enjoyed high customer satisfaction ratings, but recent feedback indicates a decline. Complaints about service quality, room cleanliness, and staff responsiveness have increased. The entry of new boutique hotels and alternative lodging options like Oyo has intensified competition. These new entrants offer unique experiences and competitive pricing, attracting a segment of Hotel XYZ's traditional customer base. There is growing consumer demand for sustainable and eco-friendly practices in the hospitality industry. Hotel XYZ has made some efforts in this area but lacks a comprehensive sustainability strategy. Technology is rapidly transforming the hospitality industry. From online booking platforms to smart room features, staying current with technological advancements is crucial for maintaining a competitive edge. While global expansion presents opportunities for growth, it also comes with challenges such as understanding local markets, managing cross-cultural teams, and navigating different regulatory environments.

Questions:

- a. What strategies can Hotel XYZ apply to improve customer satisfaction and address the recent decline in service quality?
- b. How can Hotel XYZ leverage its brand reputation to attract and retain loyal customers in a crowded market?
- c. What online marketing and booking strategies can Hotel XYZ implement to increase direct bookings and reduce reliance on third-party platforms?
- d. What plan of action can the Hotel XYZ employ to manage and support cross-cultural teams effectively?

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Course: Food and Beverage Service 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. Explain in brief the commercial catering establishment.
2. List any 4 importance of personal hygiene and grooming.
3. Elaborate the term outlet with two relevant examples.
4. “Side station is also called Dummy waiter”. Clarify the statement.
5. What do you understand by term “plat du jour menu”?
6. Define assisted service.
7. Differentiate between EMT and Hi-Tea.
8. What is KOT/BOT?
9. Define Single Order Sheet.
10. Define how a credit card works while paying.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define food service industry. Explain the types of food service industry based on commercial and non-commercial aspect.
12. Draw an organization structure of Food and Beverage Service department. Write down the duties and responsibilities of Restaurant Manager.
13. Describe the factors that should be considered while designing and purchasing.
14. Explain the various modes of payment in food and beverage industry.
15. Define service and explain the various types of service in detail.
16. Explain the French classical menu with 2 examples each.
17. Breakfast is the most important meal of the day. Justify the statement. Write the sequences of service for English, American and Continental breakfast.

Section “C”

Case Analysis

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

Thapa Biryani and Pizza, a renowned restaurant catering to an upper-class client, has recently faced a significant decline in its reputation due to the poor behavior of its restaurant staff. This case delves into the various

aspects of the staff's incompetence, which includes the lack of knowledge, deficient communication skills, and failure to meet grooming standards, all contributing to a below-par guest experience. The staff doesn't seem to know enough, they are not good at talking to customers, and they are not keeping up with the expected appearance standards. All of this adds up to customers not having a good time.

This restaurant used to be known for its good food and classy vibe, but now, customers are saying they are not happy. The rich customers who usually come here expect a certain level of class and professionalism, which the current staff lacks.

To address these concerns and restore its former glory, Thapa Biryani and pizza must implement comprehensive staff training programs, focusing on improving knowledge, communication skills and grooming standards. By doing so, the restaurant can regain the trust of its discerning clients and reaffirm its commitment to delivering a high-quality dining experience. Thapa Biryani and pizza has long been celebrated for its exquisite culinary offerings and upscale ambiance. However, recent customer feedback indicates a decline in overall satisfaction, primarily attributed to the F&B service staff's behavior. The upper-class client expects a level of sophistication and professionalism that the current staff lacks.

Questions:

- a. Explain to the management the professional/personal attributes required for proper catering staff.
- b. What are the ways to conduct communication skills required for its staff?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define Franchise Hotel.
2. Define hospitality competencies and list out its types.
3. What is Automatic Vending Machine?
4. What is Ala Carte menu?
5. How do people choose a Restaurant?
6. Elaborate Service in situ.
7. What does specialize service mean? Explain different forms of specialized service.
8. When and who start the concept of HACCP?
9. What is EMT and what kind of items are served in EMT?
10. Enlist the equipments used in Gueridon trolley.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Draw an Organization chart of F&B department and write down the duties and responsibilities of Hostess and Captain.
12. Explain the different types of Food service industry in detail with example.
13. As a Food and Beverage Director what things are required for setting up a restaurant?
14. Define Menu. Differentiate between A La carte and Table d'hôte menu.
15. Elaborate the term Hospitality and contrast between Product and Service.
16. Briefly explain the various types of table service practice in a professional catering establishment.
17. "Maintaining hygiene and Sanitation is very vital in Hospitality Industry". Justify it with regards to different HACCP principles.

Section "C"

Case Analysis

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

A restaurant chain with multiple locations across a large city has recently implemented a HACCP plan to ensure food safety and prevent foodborne

illnesses. The HACCP plan involves identifying and monitoring critical control points in the food preparation process to minimize potential hazards and ensure that food is safe for consumption. The restaurant chain has a centralized kitchen where all the food is prepared before being transported to individual restaurant locations for serving. The HACCP plan has been implemented in the centralized kitchen and the restaurant management is keen to ensure that all staff members are well trained and compliant with the plan. However, during a routine inspection, it was observed that some of the staff members were not following the HACCP plan correctly. Some of the staff members were not wearing appropriate protective clothing, and some were not properly monitoring the critical control points in the food preparation process. The restaurant management realized that there was a need to retrain the staff members and reinforce the importance of the HACCP plan.

Questions:

- a. What are the key benefits of implementing a HACCP plan in a restaurant setting?
- b. What are the training requirements for staff members to ensure that they are compliant with a HACCP plan?
- c. How can the restaurant management ensure that staff members are following the HACCP plan correctly?
- d. What steps can be taken to ensure that the HACCP plan is continuously reviewed and updated to reflect changes in the restaurant's food preparation process?

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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. Write four names of great chefs of world.
2. Define HACCP.
3. What are the basic etiquettes of kitchen staff?
4. What are the selection criteria of kitchen equipment?
5. List down any four names of spices.
6. Explain the mode of heat transfer with example.
7. Name any two derivative of mayonnaise sauce.
8. Write down the process of dish washing (3 bucket system).
9. Define soups with suitable examples.
10. Define breakfast and its types.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Briefly explain about the haute and nouvelle cuisine.
12. Make an organizational chart of medium scale modern kitchen brigade, its staffing and job responsibilities of an Executive chef.
13. Explain details about the co-operation of Kitchen with internal departments.
14. What are the various types of fuel used in kitchen along with its advantages and disadvantages of each.
15. Explain about the different types of thickening agents used in the kitchen along with the different types of vegetable cutting.
16. Define Cooking. Classify the methods of cooking and explain the dry heat methods of cooking with example.
17. Explain sauce. Write down all the mother sauces with at least 2 derivatives of each sauce.

Section “C”
Case Analysis

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

Ms. John is a trainee chef at a prestigious restaurant at Kathmandu known for its exquisite cuisine. Recently, the head chef has noticed a decline in the quality of the stocks, sauces and soup being prepared in the kitchen. This decline has resulted in inconsistency in the taste and presentation of dishes, which is unacceptable for maintaining the restaurant's reputation for excellence.

Now, your task as a culinary student is to analyze the situation and propose solutions to address these issues. Below are some questions for Analysis:

- a. Define the stock & its types. Write the care and precautions to prepare a good quality stock. [5]
- b. Define the sauce along with its quality and importance's. Classify the sauce with three derivatives. [10]
- c. How you will define and classify soup with example. [5]

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What is Catering industry?
2. Differentiate between industrial and institutional catering with examples.
3. Why is proving an essential step in bread making?
4. Name any two large equipment used in bakery.
5. Write down at least 8 various knives used in a kitchen.
6. How do spices enhance the flavor of dishes?
7. List down any four names of spices.
8. What is basting?
9. Define “Sous Vide” method of cooking.
10. What is a consommé?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Discuss the history and evolution of culinary art, focusing on Roman, Greek and French culinary traditions.
12. Draw an organizational chart of large-scale modern kitchen brigade, and also briefly explain the importance of uniform and protective clothing in kitchen.
13. Classify and define kitchen equipment's in details.
14. Briefly explain the different types of fuels used in kitchen and also write down the disadvantages of solid fuel.
15. What is meant by vegetable? State and explain the different types of vegetables with suitable example.
16. Draw a chart for various cooking methods and explain all the methods that fall under moist medium of cooking.
17. Define thickening agent? Explain all the thickening agents that used in sauce making.

Section “C”
Case Analysis

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

Stock, a versatile culinary foundation, derives its flavor from meat, chicken, or fish bones, along with aromatic herbs and vegetables. It's a staple in various dishes, from soups to curries, requiring meticulous preparation and storage to maintain its quality. Guidelines include removing fats from bones, using fresh ingredients, and gentle simmering. Stocks come in white and brown variations, each tailored to specific dishes, with fish stock reserved for seafood dishes.

Questions:

- a. What distinguishes white and brown variations of stock, and how are they used differently in cooking?
- b. Why is it important to use fresh ingredients when making stock?
- c. What are the specific guidelines for storing stock to maintain its quality?
- d. How does fish stock differ from other types of stock, and in what types of dishes is it commonly used?

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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. What factor motivates tourists to travel?
2. Define travel.
3. Enlist any four features of tourists.
4. Why Thomas Cook is known as “The Father of Modern Tourism”?
5. Define franchise.
6. Differentiate between tourism products & services.
7. Define travel agency.
8. What are the elements of Itinerary?
9. Define the term passport & visa.
10. Write down any four features of a travel agency.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Examine the feature of tourism and hospitality industry with a suitable example.
12. Explain the types of tourists according to Valen Smith and Plog.
13. Define tourism products. Mention the various tourism products of Nepal.
14. What are the different levels of tourism products?
15. Explain the types of passports and visa.
16. Define hotel and explain its types.
17. Prepare an itinerary for 3N/4D from Kathmandu- Chitwan-Lumbini-Kathmandu for 2-pax, mentioning the charge and activities including all costs.

Section “C”

Case Analysis

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

Ghale Gaun Homestay is the most popular homestay that gives us a chance to explore Gurung culture and traditions. It helps to learn about their lifestyle and help to develop the local community. The objectives of

establishing homestay is to preserve the culture, traditions, values and beliefs. It gives priority to the local product. Tamang community Homestay, Tharu homestay, Kot danda home stay, Chitlang homestay visit the major homestay of the country. Attractions around the area which exhibit landscape views and panoramic views of great snow-capped mountains. Ghale Gaun is a Gurung village where guests welcomed with garland and red tika with great hospitality following local culture and tradition.

Questions:

- a. Homestay plays a vital role to develop the local community. Justify.
- b. Mention the positive and negative impacts of homestay.
- c. What can be done to improve the service in community homestay?
- d. What are major culture traditions and beliefs in Gurung community?

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Mention any four features of tourists.
2. Write about the components of tourism.
3. Put your insight into industrial and institutional catering.
4. Mention the types of hotel on the basis of size.
5. List out the roles of management companies.
6. Write the differences between chain operation and franchise.
7. Mention any two ethical issues in hospitality industry.
8. Illustrate the relationship between business ethics and social responsibility.
9. Explain the meaning of research-tourism.
10. List out any four UNESCO heritage sites of Nepal.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define tourism & explain the 5As of tourism.
12. Note down and elaborate on the features of the travel and tourism industry.
13. Tourism & hospitality industry contains several of career options” Justify.
14. Define Hotel. Explain the core areas of hotel in details.
15. Mention various careers opportunities in airlines and F&B industry.
16. Franchising comes with different advantages and disadvantages. Explain in brief.
17. What are the ethical issues in tourism & hospitality? Explain.

Section “C”

Case Analysis

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

Himalayan region covers 17% of total land of Nepal. Some of the most beautiful mountains, animals & plants are found here. It contains 8 out of the highest mountain of the world, including Mt. Everest. Here lies other 200 peaks above 8000m, 1300 peaks above 6000m and 200 peaks of over 6000m.

In an around this mountains lies many lakes. Some of them are Rara, Phoksundo, Dudh Pokhari, Pancha- Pokhari, and Gosainkunda. Tilicho Lake at 5099m situated north of the Annapurna Himal is the lake situated at highest elevation in the world. The 18 km long Langtang and 2 km long Khumbu are the biggest and most impressive snow glaciers in Nepal. Sagarmath National park, Khaptad National park, Langtang National park, Rara National Park, Shey- Phoksundo National park and Kanchanjunga National park and other conservation areas have special features and character. They are the homes of different animals like snow leopard, musk deer, Great Tibetan Sheep, national birds' danfe, kaliz, national flower rhododendrons. The Arun valley is the deepest valley in the world lies in this region. Out of 35 species of rhododendrons found in the world, 32 species of them are found in this region. Annanpurna Conservation Area Project (ACAP) covering many highest mountain – Annapurna, Dhaulagari, Deepest gorge of this world Kali Gandaki, Rain Shadow – mustang and highest raining place of Nepal – Lumle are the example of geographical extremes within a limited area. The Himalayan region has many natural wonder as hot water spring and natural flame of Muktinath. At the same time legends of Himalayan has popularized many religious places like Dudh Pokhari, Pancha- Pokhari, and Gosainkunda and many more local religious places.

Questions:

- a. Write about major positive impacts of tourism on environment in this region.
- b. “Tourism is the major source of income of this region” .Justify
- c. If you are assigned to develop tourism plans & policies of Himalayan region? What kind of plans & polices you will make to develop tourism of Himalayan region.
- d. If you have been in any tourism destination in Himalayan region. Find out SWOT analysis of this region.