

POKHARA UNIVERSITY

Level: Bachelor

Semester: Fall

Year: 2024

Programme: BHM

Full Marks: 100

Course: Accommodation Operation II (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 in brief the function of linen room.
2. How par stock is determined at uniform room?
3. Differentiate between the vegetable and animal's fibers.
4. Define valet service.
5. Illustrate any four advantages of contract cleaning.
6. What kinds of lightening's are suitable for staircase, paintings, working table, and ceiling?
7. List out the suitable ways and the products for ecofriendly hotels.
8. Define Ikebana and Hogarth.
9. What is the importance of Pest control in the hotel?
10. What is hotel linen? Explain its standard sizes and types.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What are the duties and responsibilities of linen attendant? Write down linen exchange procedure.
12. Classify fibers and write down the characteristics of the natural fibers (plant and animal both).
13. Describe in details about the laundry flow process in hotels and list-down the five equipment's used in laundry.
14. Explain about the factors to be considered while hiring contract service with its dis-advantages.
15. Explain the various factors affecting interior designing and the role of lightning in hotel in brief.
16. What is flower arrangement? Write down its general guidelines.
17. What are the challenges while practicing eco-hotel housekeeping? Explain its procedure briefly.

Section “C”
Case Analysis

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

The U & Me Lakeside Hotel is a luxury hotel with 150 rooms, situated in a popular lakeside destination. The hotel has built a strong reputation for its high service standards and cleanliness. The housekeeping department, which manages room cleaning, laundry, and guest requests, plays an essential role in maintaining the hotel's reputation.

In recent months, the hotel management has received feedback from both guests and employees regarding the housekeeping uniforms. Some guests have commented that the uniforms appear outdated and do not align with the hotel's modern branding. Meanwhile, housekeeping staff have raised concerns about the comfort and practicality of the uniforms for the physically demanding work they do.

Questions:

- a. What is the role and purpose of uniform in hotel that is related with the brand reputation?
- b. What kind of uniform is suitable to maintain the updated look?
- c. Which is more concerning in housekeeping cool fitted clothing's or comfort? Explain.
- d. Is it necessary for a uniform to align with the modern branding of hotel?

POKHARA UNIVERSITY

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Course: Food and Beverage Service II (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. CSR is considered as trend of dining out justify it.
2. Define R.S.O.T.
3. List down the types of buffet service.
4. How banquets generate maximum revenue?
5. Mention the importance of butler service.
6. "Complain is an opportunity not a threat" Justify the statement.
7. List down the 4 types of trolley used in gueridon service.
8. What are the benefits of using Gueridon Service in a restaurant?
9. "Non alcoholic beverage has become a part of life". Justify the statement.
10. Why smoking has become popular throughout the world?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the factors that influencing the people dining out and choosing a restaurant.
12. Define room service. Mention its types and write down the step by step of room service principles.
13. Briefly explain the various types of banquet functions in a hotel.
14. "Buttler should possess additional attributes in compare to other waiter staffs". Justify.
15. Define complain. Briefly explain the steps of handling complains.
16. Define non-alcoholic beverage. Explain the types of non-alcoholic beverages with classification chart.
17. Define tobacco and explain the manufacturing process of tobacco.

Section “C”
Case Analysis

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

Ras Al Khaimah a fancy five-star hotel known for its fancy rooms and great service is having some problems with its room service. Guests have been complaining about a few things. First, the people taking orders don't seem to know much about the food on the menu. This makes it hard for them to help guests with special requests or dietary needs. Second, guests have to wait a really long time for their food to arrive, sometimes more than an hour. This makes guests unhappy because they're hungry and tired of waiting. Third, some mistakes have been made, like getting the wrong food or forgetting parts of the order. This makes guests frustrated because they're not getting what they asked for. Also, there aren't enough carts and trays to carry the food, which makes things even slower. Lastly, when guests call to order food, sometimes nobody answers the phone or they have to wait a long time to talk to someone. This makes guests annoyed because they just want to order food quickly.

Questions:

- a. As a room service supervisor how do you solve above issues of room service in Ras Al Khaimah.
- b. What strategies can be implemented to reduce wait times for room service orders.
- c. How can the hotel help its room service staff pay more attention to details so they don't make mistakes with orders.

POKHARA UNIVERSITY

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Full Marks: 100

Course: Food Hygiene and Nutrition (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. Define food group. In how many groups food is classified?
2. What are minerals? Give four examples of macro minerals.
3. Write the symptoms of VAD.
4. What are the intrinsic factors that affect the microbial growth in food?
5. What are food allergens? Give examples.
6. State the methods of garbage disposal suitable only for degradable waste.
7. What do you mean by binary fission?
8. What are incineration and vermicomposting?
9. What is meant by food borne illness? Write its causes.
10. Write six factors that affect the growth of the microorganisms.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define food. Describe and distinguish the nutritive value of common food.
12. Describe the various benefits of a balanced diet. What are the factors affecting RDA and balanced diet.
13. Define food safety. Explain the seven principles of HACCP with examples.
14. What is bacterial food intoxication? Describe in brief about Staphylococcal food intoxication mentioning it's etiologic agent, food involved and symptoms.
15. Explain the general steps and importance of food hygiene in food cycle in kitchen.
16. Differentiate between Macronutrients and Micronutrients. Explain the importance of dietary fibre.
17. Compare the differences between Cleaning and Sanitization. Describe any two methods of Dish Washing in our daily life.

Section "C"
Case Analysis

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

In a small urban community, a significant rise in foodborne illnesses and malnutrition has led to public health concerns. Local school had reported cases of children with stunted growth and a local food market has seen an increase in gastrointestinal complaints. The community predominantly consumes low cost, processed food and food handling in local markets and eateries lack standard hygiene practices. The local health clinic reports an increase in case of stunting, wasting and micronutrient deficiency. The community struggle with economic constraints and the overall understanding of proper nutrition is low.

Questions:

- a. What are the causes of foodborne illness? [5]
- b. Define malnutrition and what are its causes? [5]
- c. What are the hygiene practices followed by the food handlers? [5]
- d. Describe the role of balanced diet and RDA for preventing malnutrition. [5]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. List the food groups according to their nutritive value.
2. Write down the essential amino acids.
3. Define composting.
4. Write the common classification of microorganism.
5. Discuss necessity of personal hygiene in catering industry.
6. Define cleaning and sanitation
7. Illustrate the basic steps of food cycle in kitchen.
8. Define environmental hygiene.
9. Write down the types of waste.
10. Define MAP and CAP.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the source, function and deficiency of Vitamin A on human health.
12. Define malnutrition, describe its types, and explain its signs and symptoms.
13. What are the principles of food preservation? Explain the preservation of food by controlling temperature.
14. What is Food Contact Surface? Write short notes on dish washing methods.
15. What is CCP? Discuss the benefits of HACCP implementation in food industry.
16. Explain in detail the factors affecting microbial growth in food.
17. Describe botulism, including its etiologic agent, affected foods, health effects and symptoms.

Section "C"
Case Analysis

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

Momo is one of the most popular fast-food items in Nepali restaurant. It is not only delicious, but also risky food from contamination point of view. Meat is one of the common sources of food poisoning bacteria. Raw meat itself is very sensitive for microbial contamination during processing and preparation. Utensils and chopping board if not cleaned properly could easily contaminate the product. Staffs who prepare food is also good carrier of microorganism and other contaminants to the product. Cooking and storage practice play the key role in safety of momo served to customer. Ingredients like sauce, garlic and other spices could also contaminate the product as these contain different chemicals during production and preparation.

Questions:

- a. Write the probable hazard in momo. [5]
- b. Write the sources of contamination in momo. [5]
- c. What could happen if anyone consume contaminated momo? [5]
- d. What do you suggest to prepare safe momo? [5]

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Full Marks: 100

Course: Food Production and Patisserie II (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. Classify various types of vegetables with suitable examples.
2. Write three points that should be consider while purchasing pork meat.
3. Define game with example.
4. Define the term "Meat Fabrication".
5. How milk pudding is made?
6. Define caviar and its types.
7. Write any four names of pasta sauce.
8. Name any four types of cereals.
9. Enlist the herbs and spices that are used in Indian cuisine.
10. Discuss the feature of Thai Cuisine.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the various types of vegetables and explain how heat effect on vegetables.
12. Explain in detail about the slaughtering process of animals. Draw a labeled figure showing cuts of pork and their uses.
13. Why milk is considered as a wholesome nutritious meal? Explain.
14. Classify the fish using a diagram along with different cuts of fish and their uses.
15. Define pasta. Explain the various types of pasta along with its preferred sauce.
16. Differentiate between seasonings and flavorings and write down their particular roles and uses in culinary.
17. Briefly explain about the Chinese cuisines along with the seasoning, flavorings, cooking methods used in the cuisine.

Section “C”
Case Analysis

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

Think you are an executive chef of moon dreams hotel. And you have to prepare a new menu for the dinner. And for it you are thinking to include the items in the make.

Questions:

- a. Compile a 4 course Japanese menu for the guest. [5]
- b. What are the different food ingredients, seasoning and flavoring, you will use in each item. [5]
- c. What type of tools and equipment are used while preparation of Japanese menu. [10]