

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

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. Define bathroom and bedroom linen with example.
2. What is the purpose of having a uniform?
3. Differentiate Between Natural Fiber and Man-Made Fiber.
4. Are there several types of laundry in practice?
5. Define duty roaster.
6. Define color. What are the classifications of color?
7. Why eco-friendly environment is getting popularity?
8. Define discarded linen.
9. Shortly explain the term scheduling.
10. Define flower arrangement. Write down its types.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the linen room and its distribution process applied in the hotel.
12. Define uniform. Explain the selection procedure of uniform.
13. Write down the characteristics of vegetable and animal fibers. Write down the uses of fabrics in a hotel industry.
14. Explain Laundry Process Flow. What are the advantages and disadvantages of on the premise and off the premise laundry?
15. Write down the purpose of Area Inventory list? Differentiate between Performance Standard and Productivity Standard of housekeeping department.
16. Briefly discuss the concepts and principles of interior design.
17. Explain the factors that need to be considered while implementing Best Environmental Friendly Practices in Hotel Industry? What are its control measure to reduce?

Section “C”
Case Analysis

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

‘Hotel Nagarjun’ is a three-star property in Kathmandu. In current times of recession, the management of the hotel has advised all HODs to control and cut costs where possible in their respective department. Executive housekeeper, Ms. Neupane takes up the matter of cost control seriously and instructs all supervisors to take relevant measures in ensuring the same. Mr. Dhana is a houseman who joined the housekeeping department six months back and wants to prove himself in his work to get a fast promotion to the supervisory level. During the course of cleaning the public washroom, he finds that certain areas in the urinals have developed lime scale and rust color stains. He puts the reasons for the hard water supply being received by the hotel. Sushil decides to use cleaning acid to aid in cleaning the limescale. Upon thought, he also decides that the rust color stains would vanish in no time using bleach. He promptly sets about cleaning using the cleaning agents. After half an hour, the public area supervisor, Mr. Dinesh finds Sushil in an unconscious state slumped in the washroom. Mr. Sushil is rushed to the nearest hospital and his condition is stated to be critical.

Questions:

- a. What went wrong for Mr. Dhana?
- b. List out lapses on part of: i) Ms. Neupane ii) Mr. Dinesh iii) Mr. Dhana.
- c. Ideally, how should Mr. Dhana have handled the cleaning?
- d. List out certain effective, non-hazardous cost control ideas in handling inventories.
- e. How do you explain the eco-friendly environment in the ‘Hotel Nagarjun’?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Enlist any 4-bedroom linen and their uses.
2. What is the procedure for handling discarded linen items?
3. How the Par Stock Determination is Done in Hotel?
4. Define plant fiber with an example.
5. List out the laundry equipment.
6. What are the advantages of Contract Services? Gives some Examples.
7. Define interior design with a few ideas.
8. What do you mean by blind?
9. Explain different types of carpet.
10. List out the equipment used in flower arrangement.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define linen room. Explain about the distribution and selection process of linen.
12. Define laundry. Explain laundry process applied in laundry.
13. Write the characteristics of vegetable and animal fibers. And write a use of fabrics in a hotel industry.
14. Define flower arrangement. List out the point to prolong the life of flower.
15. Define planning and highlight several documents used for this process.
16. What are the principles of Garden Design? Explain the uses of Garden Fertilizer.
17. Explain the Interior Design "Color the mood maker". and explain different ways of hanging curtains.

Section "C"

Case Analysis

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

Annapurna Residency is a 5-star property, located at the heart of Kathmandu. It is a property with 250 rooms. The hotel started its operation in January of 2020. Rama is the Executive housekeeper of the hotel. During

the operation, difficulty has been seen in the area of maintaining linen par stock, meanwhile, the investment of hotels in linen is increasing significantly. On the other hand, the hotel is planning to have its garden to fulfill its demand for daily flowers. But there is a debate in the hotel about which fertilizer either organic or synthetic is to be used.

Questions:

- a. How can par stock of linen be maintained? Support the answer with reasons.
- b. Which fertilizer would you go for if you were the executive housekeeper?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Why do people dine out?
2. Why do people order room service? list any four reasons.
3. Define buffet and list its types.
4. Explain the term banquet function prospectus.
5. "Gueridon service is a team work" Justify the statement.
6. "Complain is an opportunity not a threat" Justify the statement.
7. Why non-alcoholic beverage has become a part of our life?
8. Why smoking has become popular throughout the cosmos?
9. Mention some purpose of using tobacco.
10. Elucidated the term beverage.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Maslow Need Hierarchy theory is considered as a fundamental to understand motivation. Explain the role of need hierarchy in motivation maslow theory.
12. Briefly explain the various step of suggestive selling with examples.
13. Define banquet and explain its various types.
14. Define butler and mention some importance of butler service as well as duties and responsibilities of butler.
15. Define Tobacco. Explain the manufacturing process of Tobacco.
16. Define room service. Explain the service procedure of room service in detail.
17. If you were a Food and Beverage supervisor and you happened to encounter the following situations during your shift, how would you handle it?
 - i. Drunken guest
 - ii. Unavailability of food items
 - iii. Lost and found items
 - iv. Handling old age guest

Section "C"
Case Analysis

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

Romeo and Juliette decided on their big day and wanted to have a honeymoon reception that everyone would remember. They had decided on a '**Treasure Planet theme**' for the reception and wanted their menu to reflect the theme. Money was no object. Lobster and Caviar would be featured, as well as Oysters and Champagne, to get the party started. When they approached Alex, the newly appointed hotel banqueting manager, he assured them that they would find everything they needed in their resort, and his staff would make sure that the day would be a success. The couple had identified a small island, about 20 miles away from the resort and wanted to hold the main reception there.

Although Alex and his team had never catered outside the resort, Alex decided that he would not let this function slip through his hands. With 200 guests and an average expenditure of Rs.4000 per cover, he decided to cater for the function at all costs.

Getting the F&B to the island proved to be a difficult task, but with the help of his staffs, Alex and his team were ready for the event. Despite Alex was worried about not having the right equipment to keep all the food at the correct temperatures and his team members not being competent enough to serve such special events, they did well. Nevertheless, the reception proved to be a success and the couple were overjoyed.

However, two days after the event, 35 of the guests were sick with food-borne illness. The results from the local hospital were to be out tomorrow but everyone suspected it to be because of the lobster and the oysters. Unfortunately, the hotel was getting a lot of bad publicity in social media.

Questions:

- a. If you were Alex what would you have done prior to the event to ensure no risks were taken?
- b. Now that the resort is getting bad publicity in social media, what would you advise Alex to do?
- c. If you were Alex would you accept such catering? Why?
- d. What could be the alternative venue to celebrate such occasions?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define tea. List any three brands of tea.
2. List any four international brands of cigarette.
3. What is Smorgasbord?
4. Draw the sample of Bill used in the F&B outlet.
5. List down some F&B items prepared in Pantry.
6. Why do people order room service? list any four reasons.
7. Give 4 advantages of Buffet service.
8. Write the challenges in Out Door Catering.
9. Write the challenges faced during Gueridon Trolley.
10. What are the precautions to be taken while handling a Disabled guest?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define food and beverage outlet and explain the various types of food and beverage outlets found in differ part of the world.
12. Define tobacco. Explain various types of tobacco production process.
13. Explain the various Control system used in F & B Service Industry. Write six advantages of having a good controlling system at a hotel.
14. Define Centralized Room Service. Explain the guest Room Service procedure.
15. Define outline pantry. Explain in detail about the factors that are to be considered while planning a Pantry.
16. Define banquet and explain the banquet booking procedure in detail.
17. What is Complaint? Explain the various situations faced by Food service personnel and what are the key points to be considered while handling any situations?

Section “C”
Case Analysis

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

You are working as a restaurant manager in an extremely busy and famous specialty restaurant, which opens only for dinner. Restaurant does 175 covers every day in an average. Tonight is weekend in your city, and you already have 145 pax pre-paid booking for dinner. Your maximum capacity is 180 and you have two seating plans; one is at 6pm and another at 9pm. Due to the local festival nearby, you have a long queue of the guests waiting to enter and dine in your restaurant. Some of the guests are already screaming with the hostess, to enter the restaurant saying that they have paid booking in the restaurant. VVIP guest is dining in the restaurant and you are assisting the table.

One of the guests requested to see the manager to get the table. Hostess requested the guest to wait at the bar for a while because manager was engaged with other guests. One of your waitresses came to you rushing with diamond ring on her hand and said that the previous guest left it on the table. One of the old age guests is complaining that a child is running here and there inside the restaurant and irritating them while dining. One of the guests is complaining that his main course took 45 minutes already, while taking the order waiter promised that it won't take more than 25 minutes.

You have different situations to manage at a time, so you took the diamond ring and kept in your pocket, went to see other challenges which are in priority than handing it to the right place.

Questions:

- a. Which situation is urgent among all for you so you have to solve first? Why?
- b. Mention the reasons why different situations should be prioritized?
- c. How do you manage the situation of “unavailability of reserved table”?
- d. Draw a Lost and Found sheet and fill any hypothetical lost and found item details.

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Full Marks: 100

Course: Food Hygiene and Nutrition (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 is the significance of food groups?
2. Define fiber. Write any two fiber-rich foods.
3. List out four different types of Carbohydrates with each example.
4. Differentiate between the major features of virus and mold.
5. Define PH.
6. What is pasteurization?
7. Differentiate between MAP and CAP.
8. Write the various types of sanitizing agents used in food contact surfaces.
9. Define food allergy.
10. Define critical control point and control point.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What is food? Describe the major functions of food.
12. What is malnutrition? Describe Protein Energy Malnutrition (PEM) along with its cause and symptoms.
13. Define Food Microbiology. Describe various factors affecting the growth of the microorganisms in our food.
14. Write about Food Contamination. Describe any five methods how foods are preserved in our kitchen with their principles.
15. Explain the methods of waste disposal.
16. Differentiate between bacterial food infection and bacterial food intoxication. Write shortnotes on Botulism.
17. Discuss the principles of HACCP. Mention the benefits of HACCP implementation in Food Industry.

Section "C"

Case Analysis

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

Todd is 13 years and lives in an inner city flat. He spends most of his spare time watching TV and playing games on his computer. He enjoys eating

junk food and drinking coke while he is doing this, so much that his mum can rarely get him to eat his evening meal. One afternoon, he falls in the school playground and breaks his leg. Although Todd appears healthy, his leg takes longer to heal than expected. Todd should start to do some exercise outside as well as change up his eating habits in order to receive full nutritional value.

Questions:

- a. What possible vitamin deficiency/ toxicity could the subject of this case study be suffering from? [4]
- b. What are the signs and symptoms that show the subject is suffering from this deficiency/ toxicity? [4]
- c. What are the normal functions of this vitamin in the body? [4]
- d. What advice would you give to assist in the treatment of this deficiency/ toxicity (suggest nutritional, lifestyle and medical strategies where relevant)? [4]
- e. List out 10 food sources of this vitamin. [4]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What do you mean by psychological function of food?
2. Write the importance of Vitamin A in our health.
3. Define blanching. List out the possible nutrition losses during this process.
4. Write about two important roles of bacteria in the food industry with examples.
5. What is the meaning of aerobic microorganisms?
6. How can food be preserved by increasing their acidity?
7. Define the term cross-contamination.
8. What do you mean by record keeping in HACCP?
9. What is Food Safety?
10. Why is garbage disposal necessary in the kitchen?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What are significances of food groups? Describe Cereals and Vegetables with their types.
12. Define complete and incomplete protein with a suitable example.
13. Define nutrition. Write about the differences between fat soluble and water soluble vitamins. Enlist the functions of cholesterol.
14. Distinguish between Virus and bacteria. Write three foods prepared by using each bacteria and virus along with names of microorganism.
15. Define Food spoilage. Explain all parameters that can affect the growth and activity of microorganisms.
16. Good personal hygiene is necessary in the hotel industry. Explain briefly. What are the differences between the three bucket methods and the sink method of dishwashing? Write five points for each.
17. Explain the common garbage disposal techniques.

Section "C"
Case Analysis

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

Food hygiene is the practice of producing safe food in neat and clean environment. It covers all the steps of raw material selection to processing, preparation, and serving of food to the consumer. Selection of good quality and safe raw materials, good design of the kitchen and good cleaning and sanitation of the equipment is the primary requirement for hygienic food production. Personal hygiene of the staffs who involve in food preparation and service plays a key role in food poisoning. Cleaning and sanitizing chemicals used in the kitchen are common sources of chemical contamination in food. Poor wastage and garbage management add to the risk of contamination. Nepali food law has set some minimum requirements for safe and hygienic practices for hotels and restaurants. Violation of the law is taken as a criminal case and serious action is taken including a heavy penalty for the closure of the restaurant.

Questions:

- a. Explain the concept of food hygiene.
- b. Does poor food hygiene and food contamination impact customer health? Discuss.
- c. Elaborate key safety precautions to be taken while maintaining food hygiene in restaurants.
- d. What is the legal action in case of poor hygiene and sanitation?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Mention the unique features of Thai cuisine.
2. What is a bacon?
3. Write down the duties and responsibilities of a Larder Chef.
4. Write a short note on game meat.
5. Write down the quality signs of Poultry.
6. Define caviar with its types.
7. List down the quality points for purchasing fish.
8. Describe major equipment used in the bakery.
9. Write any two faults in pastes making.
10. Elaborate various types of cream.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Identify the regional cuisine of China and also list down the equipment used in Chinese cuisine.
12. Define sandwich classification with examples. Explain the composition and guidelines for making salads.
13. Draw a figure of a lamb and label their cuts. Explain the different commercial cuts and usages of lamb in culinary art.
14. What is Slaughter house? Explain the techniques for slaughtering animals.
15. Classify the fish with suitable examples. What are the different cuts of fish and its culinary uses?
16. Explain the principle of bread making and also enlist the type of dough.
17. Define Paste? Explain about different types of pastes along with ingredients and their uses.

Section "C"
Case Analysis

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

"UG Cake," a renowned bakery located in the heart of a city, is famous for its exquisite cakes that are both visually appealing and delicious. The bakery has a loyal customer base and receives numerous orders for weddings, birthdays, and other celebrations. However, as the demand for their cakes continues to grow, the bakery is facing several challenges. These include maintaining the quality of their cakes, meeting delivery deadlines, managing ingredient costs, and ensuring that their staff is well-trained to handle the increasing workload.

Questions:

- a. Explain the principles to be followed for making quality sponges. [10]
- b. What are the possible faults in making sponge and cakes? [5]
- c. Discuss the solutions to overcome this kind of problems.[5]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define vegetables.
2. Define offal.
3. What is Game?
4. Write a short note on BST.
5. Write any two types of caviar.
6. Write the name of different cuts of fish.
7. Explain the meaning of farinaceous dishes.
8. Write down the difference between seasoning and flavoring.
9. Define sushi.
10. Name the seasoning and flavoring used in Japanese cuisine.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the different types of vegetables used in cooking along with the different cuts of vegetables and its uses in culinary.
12. What is slaughtering? Explain the process of slaughtering the animal.
13. Define poultry. Draw a diagram of poultry and illustrate its different cuts with its culinary uses.
14. 'Milk is considered as a wholesome nutritious drink' justify the statement. Also explain the treatment given to the milk.
15. Classify the fish with its examples. What are the different cuts of fish and its culinary uses?
16. Define pasta. Explain the various types of pasta along with the preferred sauce with it.
17. Explain about the Chinese cuisine and its features. Why Chinese Cuisine is famous in the world, list some special dishes and different ingredients used in Chinese cuisine.

Section "C"
Case Analysis

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

Thai foods emphasize on the lightly prepared dishes with the strong aromatic components and spicy edge. Thai foods reject simplicity and is about “juggling of disparate elements to create a harmonious finish” Now a day’s Thai foods has been worldwide popular, in 2011 seven of Thai popular dishes appeared on the list of the World’s most 50 delicious foods. Thailand had more dishes on list than any other country in the world.

Blending elements of several Southeast Asian traditions, Thai cooking places emphasis on lightly prepared dishes with strong aromatic components. The spiciness of Thai cuisine is well known. As with other Asian cuisines, balance, detail and variety are of great significance to Thai Chefs. Thai food is known for its balance of three to four fundamental taste senses in each dish or the overall meal: sour, sweet, salty, and sometimes bitter.

Although popularly considered a single cuisine, Thai cuisine is more accurately described as four regional cuisines corresponding to the four main regions of the country: Northern, Northeastern (or Isan), Central, and Southern, each cuisine sharing similar foods or foods derived from those of neighboring countries and regions: Burma to the northwest, the Chinese province of Yunnan and Laos to the north, Vietnam and Cambodia to the east and Malaysia to the south of Thailand.

Questions:

- a. Explain about the different ingredients used in the Thai cuisine. [5]
- b. Enlist the herbs and spices used in the Thai cuisine. [5]
- c. Describe about the different curry paste used in the Thai cuisine. [10]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What is synergy effect?
2. Define efficiency and effectiveness.
3. Differentiate authority and responsibility.
4. What do you mean by cross functional team?
5. What is con-current controlling?
6. Define Organization structure.
7. List out two pitfalls in planning.
8. Explain Total Quality Management.
9. Outline the types of conflicts in organization.
10. Give the concept of contingency approach in brief.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the emerging issues and challenges for management in hospitality industry.
12. Explain Decision Making. Briefly describe the process of Decision Making.
13. Nepalese Hospitality Industry is the growing industry of Nepal. But somehow dealing with the problems in the hospitality sector major problem is Leadership. As a manager of one of the reputed hotels, how will you deal with the challenges and explain the qualities of a successful hospitality manager?
14. Differentiate between team and group. Write the strategies for effective team management in an organization.
15. Explain the major emerging quality management issues and challenges in hospitality industries in Nepal.
16. Give the concept of departmentation. Discuss its types.
17. Explain concept of social responsibility. Is it importance to the hospitality industry? Why or why not? Explain with suitable example.

Section "C"

Case Analysis

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

A well-known hotel in Kathmandu faced a huge shortage of skilled work force. Mr. Jeff senior executive of the organization was expected to make human resource planning, recruit, select, place, orient, train and develop human resource, evaluate performance, motivate and discipline. The employee keep harmony between organization and the employee. In this due process the organization select three candidates Ritu, Barsha and Mausam from many competitions for the vacant posts.

Now, looking at the talent these selected employees: Ritu was very experienced skilled in all kinds of works in 5 star hotels abroad, while Barsha was excellent in theoretical knowledge but seemed to have little practical knowledge, on the other hand, Mausam who had little experience, was very eager to work.

It has been confirmed by many studies and researches that the leadership should be situational and visionary.

But the environment here is a bit difference where all three employees were seeming the same dictatorial leadership style for a long time. After some time, it was seen that Ritu left the job and want to another hotel. Barsha left the job after completing the probation period and now Mausam also left the job. So right now, this hotel is like a transit camp.

It will be too late if don't study and research it immediately.

Questions:

- a. What is the problem in the case?
- b. Is autocratic (dictatorial) leadership style applicable to all situation?
- c. Which leadership style would you suggest towards employees Ritu, Barsha, and Mausam? Why? Justify your answer.
- d. List out the qualities of good leader who is ethical and socially responsible in the context of globalization.