

# POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BHM

Full Marks: 100

Course: Accommodation Operations 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. List out 5 F&B linen and 5 Housekeeping linen.
2. What does a uniform create for an employee?
3. Name any 4 examples of manmade fibers.
4. Define valet service in housekeeping department.
5. Define frequency schedule.
6. What are various characteristics of color?
7. List any 4 equipment's used for arranging the flowers.
8. Name two benefits of staying in eco-friendly hotel.
9. Brief types of budget?
10. Define discarded linen with its uses.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What is linen room and explain the function of linen room in hotel industry?
12. Explain the key considerations for selecting and designing uniforms.
13. What is the use of fabrics in the hotel industry? Explain types of fibre.
14. What are various factors affecting contract service? Explain its advantages and disadvantages in brief points.
15. Describe different types of flower arrangements with examples.
16. How can hotels educate and inspire guests to adopt more sustainable behavior? What issues and challenges may hotel face during eco-friendly practice.
17. Describe the various types of laundry equipment used in hotel operations providing examples and their functions.

## Section "C"

### Case Analysis

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

The Grand Stay hotel had their own in-house laundry department in there hotel. At first, it seemed like a hassle, but then they realized it was a goldmine! Because they could wash all the sheets and towels themselves, everything was always super clean and fresh. Guests loved that! They

started leaving great reviews online, saying how comfy and clean the rooms were. More people wanted to stay there, and The Grand Stay got super popular.

Plus, they saved a ton of money. They didn't have to pay someone else to do the laundry, and they could reuse their sheets and towels for longer. They even started offering laundry service to guests, which made them even more money! In the end, The Grand Stay's own laundry room wasn't just about clean sheets - it was a big part of why they made so much money and became the best hotel in town!

**Questions:**

- a. How did having an in-house laundry service directly improve guest satisfaction at the Grand Stay Hotel, and what impact did this have on their online reviews and overall reputation?
- b. What were the operational advantages of having an in-house laundry for the Grand Stay Hotel's housekeeping department? How did it affect their efficiency and ability to handle guest turnover?

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## Section "A"

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. Classify hotel linen.
2. Define sorting in terms of linen room.
3. What is parstock? Mention its functions.
4. Mention any four animal fiber.
5. List out the equipment used in laundry room.
6. What is area inventory list?
7. What is interior design? Mention its roles.
8. What is the importance of lightening in the hotel?
9. What is face fiber?
10. Define fertilizers.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain term linen. Classify different linen used in hotel industry.
12. Define linen room. Explain the function of linen room.
13. What is fiber? Write the difference between natural and synthetic fibers.
14. Why is laundry important? Explain.
15. Define interior decoration. What are the psychological effects of colors in interior decoration of hotel?
16. Explain the problems of carpet.
17. What is flower arrangement? Write down its general guidelines.

## Section "C"

### Case Analysis

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

Himalayan Retreat, a boutique hotel in Pokhara, Nepal, redesigned its interiors to enhance guest well-being using principles of color psychology. Guest rooms were painted in soft blues and sage greens to reflect the calming tones of nearby lakes and forests, encouraging rest and relaxation. The lobby featured warm earthy hues like terracotta and ochre to create a grounded, welcoming environment. Dining areas incorporated muted yellows and reds to subtly stimulate appetite and warmth. The goal was to

align color choices with the emotional purpose of each space, inspired by both local nature and traditional Nepali aesthetics. Within four months, the hotel saw a 20% rise in guest reviews highlighting comfort and ambiance. Many guests reported improved sleep and a deeper sense of tranquility. Communal areas saw increased engagement, though a few guests suggested livelier tones in business zones for more energy and focus.

**Questions:**

- a. How do specific colors used at Himalayan Retreat reflect the natural and cultural setting of Nepal?
- b. What psychological effects did the chosen colors have on guest behavior and mood?
- c. Why is it important to tailor interior color schemes to both emotional function and local context?
- d. How can the hotel further improve its design to cater to diverse guest needs, such as leisure vs. business travelers?

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## Section “A”

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. Why understanding needs and wants of customer is part of hospitality industry?
2. Why do guest prefer to have room service?
3. Mention some limitation of Buffer Service.
4. Define Banquet Function Prospectus.
5. Why gueridon service is a team work?
6. List out the name of trolley used in hotel.
7. ‘Complain is an opportunity’ Justify the statement.
8. List out the steps of handling complain.
9. Why non –alcoholic beverage has become a part of healthy life?
10. Elucidate the term beverage with suitable example.

## Section “B”

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Suppose you are the manager of any large hotel so what are your strategies for providing a guest good experience?
12. What is Suggestive Selling? Explain the general principles of room service.
13. Describe the organization structure of a banquet department and highlight the features of banquet service.
14. What are the challenges of outdoor catering and how can food and beverage managers address them?
15. Define gueridon service and list out the merchandising advantage of trolley.
16. Define Tobacco. Explain the production process of Tobacco.
17. Shows the major differences between cigar and cigarette.

## Section “C”

### Case Analysis

18. *Read the case situation given below and answer the questions that follow:* [20]
  - During a busy dinner service at a fine dining restaurant, a guest complained that the steak served was undercooked, despite ordering it medium-well. The server calmly apologized and offered to return the dish to the kitchen for correction. However, the guest appeared frustrated and began raising

their voice. The restaurant manager intervened promptly, reassured the guest, and offered a complimentary appetizer while the steak was being remade. The kitchen prepared the meal with urgency, and the server delivered it personally with a sincere apology. By the end of the meal, the guest appreciated the service recovery and left positive feedback about how the staff handled the situation professionally.

**Questions:**

- a. What steps did the service team take to handle the customer complaint effectively in this situation?
- b. Suggest two additional ways the restaurant could enhance guest satisfaction during such service failures.

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## Section "A"

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. "Non-alcoholic beverages have become a way of daily life". Clarify the statement.
2. List some international brand of cigar and cigarette.
3. Define Pub.
4. Draw the specimen of KOT.
5. Explain informal function.
6. What are the provisional items available in pantry?
7. Define the term IRD and its types.
8. List various types of buffet equipment's.
9. What is Banquet Function Prospectus?
10. Mention some special equipment in Gueridon Service.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Shows the major differences between Formal and Informal outlet.
12. Define Tobacco. Explain the manufacturing process of tobacco.
13. Classify nonalcoholic beverage with the help of a chart and explain each with examples.
14. How KOT and BOT can be used in food and beverage control system? Justify it.
15. Explain the order taking and service sequence in Room Service Department.
16. Draw an Organization chart of Banquet and explain different challenges you may encounter while managing ODC.
17. Outline pantry. Explain in detail about the factors that are to be considered while planning a Pantry.

Section “C”

**Case Analysis**

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

At the Ocean view Resort, a four-star beachfront hotel, management noticed a consistent drop in guest satisfaction scores related to room service over the past six months. Guests frequently complained about delayed deliveries, cold meals, and limited healthy options. After analyzing operations, the hotel introduced a mobile ordering app, redesigned the menu to include dietary-friendly options, and reorganized delivery staff schedules to better match peak demand periods. Within two months, complaints dropped by 35%, and positive reviews increased, though some guests still noted confusion when using the new app for the first time.

**Questions:**

- a. What key problems did the Ocean view Resort face with its room service, and what steps were taken to resolve them? [10]
- b. How might introducing a mobile app improve room service operations, and what challenges could arise from its implementation? [5]
- c. What additional strategies could the hotel consider to further improve guest satisfaction with room service? [5]



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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. Define the term food with their major functions.
2. Differentiate between macro-nutrient and micro-nutrients.
3. What is the nutritive value of cereals?
4. Write each example of harmful and beneficial bacteria names
5. What are the causes of food spoilages?
6. How does pH affect microbial growth in food?
7. What is canning? List down the method of canning.
8. Define cross-contamination.
9. What is Bacterial food intoxication?
10. Define food safety.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Discuss the causes, symptoms and prevention measures to VAD, IDD and IDA.
12. Define Marasmus. Differentiate between micronutrients and macronutrients with examples.
13. Describe the impact of cooking method on nutrient retention in food. How can hotel chefs reduce nutrient loss while preparing meals for health-conscious customers? Describe.
14. Explain how nutrient composition in food can be altered by microbial contamination and enzymatic spoilage. Discuss the impact on consumer health and food quality. Recommend ways to monitor and control these factors in a hotel kitchen environment.
15. Describe in details the difference between cleaning and sanitizing. Explain the three bucket method, sink method, and mechanical dishwashing.
16. What is typhoid? Discuss its causes, symptoms and preventive measures.
17. Discuss the Hazard Analysis Critical Control Point (HACCP) and Benefits of HACCP.

Section “C”  
**Case Analysis**

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

A hotel recently faced an outbreak of food poisoning traced back to their banquet service. After investigation, it was found that raw eggs and undercooked poultry were served, and the kitchen staff often skipped hand washing between handling raw and cooked food. Additionally, the recommended temperature, and some food items were stored near cleaning chemicals. The hotel does not have a formal food safety plan, and dishwashing is done using a simple bucket method without sanitizing solutions. Several guests complained of stomach upset and vomiting.

**Questions**

- a. Identify and explain four factors in this case that likely contribute to the outbreak of foodborne illness. [5]
- b. What microbial hazards are associated with raw eggs and undercooked poultry? Explain their typical symptoms. [5]
- c. Suggest four corrective hygiene and food safety practices that the hotel kitchen staff should immediately that the hotel kitchen staff should immediately implement to prevent such outbreaks. [5]
- d. Explain how proper refrigeration and food storages can help maintain food safety and nutrient quality in hotel kitchens. [5]

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## Section "A"

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define food and nutrition.
2. What are nutrients? Write two types of examples.
3. What is monosaccharide?
4. Write each example of harmful and beneficial bacteria names.
5. Define food microbiology.
6. Write any two methods of food preservation.
7. Write the importance of hair net while working in kitchen.
8. What is the three-bucket method in sanitizing?
9. List the four main steps in the food cycle
10. Define wastage and garbage.

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Classify group's food on the basis of nutritive values in detail.
12. Compare the differences between fat soluble and water-soluble vitamins.  
List down the general function of fat-soluble vitamins
13. Discuss carbohydrate its source, daily requirement and function.
14. Explain in detail the factors affecting microbial growth in food.
15. What is personal hygiene? Discuss the importance of personal hygiene.
16. Imagine you are a food safety detective in a restaurant is facing food-borne illness complaints. List and briefly explain the 7 HACCP principles you would follow to solve the problem.
17. Define lipids and explain their major functions in the human body.  
Differentiate between essential and non essential fatty acids with suitable examples.

## Section "C"

### Case Analysis

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

Street food is a popular and integral part of Nepalese culture, offering affordable and flavorful options like momo, chatpate, sel roti, and sekuwa. However, it also poses significant food safety hazards due to unhygienic

preparation, improper handling, and lack of regulation. Common risks include microbial contamination like E. coli, Salmonella, Hepatitis A, from contaminated water, raw ingredients, or poor hand hygiene. Food is often exposed to dust, flies, and pollution, increasing contamination risks. Additionally, improper storage leads to spoilage, while reused oil in fried foods can cause toxic compound formation. Chemical hazards like excessive pesticides, artificial colors, or adulteration (e.g., formalin in fish) further endanger health.

To mitigate these risks, vendors should adopt proper hygiene practices: using clean water, washing hands and utensils frequently, and covering food to prevent exposure. Regular health inspections and licensing by authorities can enforce standards. Consumers should choose stalls with high turnover, observe cleanliness, and avoid raw or undercooked items. Public awareness campaigns on food safety, along with training for vendors on safe handling and storage, are essential. Government agencies must monitor street food zones, test for adulterants, and promote hygienic practices.

**Questions:**

- a. What are the food hazards in Nepali street food? [5]
- b. Write the sources of contamination in street food? [5]
- c. What could be the consequence of consumption of such food? [5]
- d. How the food safety of street food could be improved? [5]

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## Section "A"

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. What are the uses of fruits in cookery?
2. Define vegetable and its types.
3. What is lard and where does it use in kitchen?
4. Define the term meat fabrication.
5. List out types of milk.
6. Explain any two:
  - a. Prawn
  - b. Shrimp
  - c. Lobster
7. Explain cereals and its types.
8. Mention four Chinese herbs and spices each, with their culinary uses.
9. What does stand for BTS in milk.
10. What are the common herbs and spices used in Thai cuisine?

## Section "B"

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define the word vegetable and classify it. Explain what happens when heat is applied to the vegetable.
12. What is Slaughtering? What are the key steps involved in the slaughtering process of animals?
13. How do you define milk treatment? Explain its type and also write storage and handling of milk?
14. Define fish. Explain its cuts and how to select the fish while purchasing time.
15. What are the basic ingredients used in making pasta? Name five types of pasta and explain why pasta should be served with the sauces.
16. Differentiate between "herbs" and "spices." Discuss the basic guidelines combination in both Western Cuisine and Indian Cuisine.
17. Why Chinese cuisine is known as oldest and finest cuisine? Shortly describe Chinese cuisine and mention the features of Chinese cuisine.

Section “C”  
**Case Analysis**

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

Fabrication is a detailed and essential process in culinary practices that involves breaking down animal carcasses into usable cuts. The process begins with understanding the stages of slaughtering, continues through the fabrication of different types of meat, and involves proper storage and usage to ensure quality and safety. The three main stages of slaughtering—pre-slaughtering, slaughtering, and post-slaughtering—are critical in determining the final quality of the meat. During the pre-slaughtering phase, animals must be handled with care to reduce stress, as stress can affect the texture and flavor of the meat. The slaughtering process itself should be done humanely, followed by proper cooling and aging, which ensures that the meat is tender and flavorful.

When it comes to beef and veal, these meats are divided into primal and sub-primal cuts, such as the rib, loin, and round, each with specific culinary uses. For instance, the rib-eye steak is a tender and flavorful cut, while brisket requires slow cooking to break down the muscle fibers. Understanding the cuts and their uses is vital for ensuring that each piece of meat is cooked to perfection, whether grilling a steak or braising a tougher cut. Furthermore, the offal from beef, such as the liver and kidneys, is an important part of the animal that should not be overlooked, as it provides unique culinary experiences.

In pork fabrication, the suckling pig offers a delicate and tender meat that is commonly used in gourmet dishes. The primal cuts of pork, such as the loin, shoulder, and belly, offer a variety of options depending on the cooking method. Bacon and sausages are popular products derived from the belly and shoulder. The use of lard in cooking, especially for baking and frying, is another significant aspect of pork's culinary value. Fresh pork needs to be stored at the proper temperature to maintain its flavor and texture, with refrigeration or freezing being the best methods.

Mutton and lamb are widely used in various cuisines, and their cuts, such as the leg, rack, and shoulder, are chosen based on the desired cooking technique. Mutton, being the meat from older sheep, has a stronger flavor and is best suited for slow cooking, while lamb is tender and can be grilled or roasted. Both meats require careful storage to prevent spoilage and maintain freshness.

The process of fabricating poultry and game birds involves understanding the cuts and handling of animals like chicken, turkey, quail, and pheasant. Giblets, including the liver, heart, and gizzard, are often used in sauces or stuffing, while the rest of the bird is prepared through roasting, frying, or

grilling. Recognizing the quality of poultry is essential; fresh poultry should have a firm texture and pale color, free from any off smells.

In all cases, storage is a crucial step in preserving the quality of meat. Proper refrigeration or freezing ensures that meat stays fresh, preventing bacterial growth and extending shelf life. For example, beef and lamb should be stored at a consistent temperature, with storage times varying depending on the type of meat.

**Questions:**

- a. What are the key stages of the slaughtering process, and why is each stage important in determining the quality of meat?
- b. What are the culinary uses of offal, and why is it considered an important part of meat fabrication?
- c. How does the use of lard in cooking contribute to different culinary applications, and what are the best uses for this ingredient?
- d. Why is it important to handle and store poultry correctly, and what are the potential risks of improper storage?

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## Section “A”

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. Name any four equipment used in Thai cuisine.
2. Define dressing and list its types.
3. Mention the functions of Grade Manager.
4. What is offal?
5. Provide four quality signs for Lamb.
6. Define cream and list its types.
7. Differentiate between cake and pastry.
8. Define caviar. And its types.
9. Elucidate basic principles of bread making.
10. Define Raising Agents with examples.

## Section “B”

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Introduce the Japanese Cuisine, its features, special dishes, seasoning and flavoring in briefs.
12. Define salad. Explain the general guidelines for preparing salads. Why are these guidelines important for maintaining quality and hygiene?
13. Describe the slaughtering process of animals, including both pre-slaughtering and post-slaughtering stages. Discuss the importance of each stage in ensuring meat quality.
14. Draw the diagram of lamb. Illustrate the different cuts of lamb with its quality signs.
15. Describe the various cuts of fish and uses? Mention the consideration while purchasing fish.
16. Make a list of basic pastes used for making pastry. Explain their uses.
17. Briefly explain various faults in bread making. Name at least five equipment used in bread making.



Section “C”

**Case Analysis**

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

Mr. Hasta Thapa, Pastry Sous Chef of Hotel Marriott supposes to serve an Anniversary Cake, yesterday dinner cocktail party. He could not serve the cake at stipulated time at best quality. Mr. Roshan Poon, party host has complained directly to the General Manager about the situation.

**Questions:**

- a. What are the rules to be followed for making cake? Explain.
- b. What are the basic principle of making cake sponge?
- c. What may be the possible reasons for not making the cake at stipulated time?
- d. What are solutions to overcome this kind of problems? Discuss.

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## Section “A”

### Very Short Answer Questions

Attempt all the questions. [10×2]

1. What are the necessary skills that a hospitality manager should required to become a leader?
2. What are the features of an effective control?
3. What are the primary functions of management?
4. Mention the stages of work group formation.
5. Enlist any four characteristics of decision-making.
6. Mention a porter’s five forces model with example.
7. Point out the emerging concepts in organizing.
8. list out any tools of decision make making.
9. For what kinds of activities do you prefer short term planning?
10. List out the two qualities of good leadership.

## Section “B”

### Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain how Total Quality Management (TQM) can enhance service standards in Nepalese hospitality sector.
12. Describe the types of planning used in organizations and their significance.
13. What are the prevailing management thought? Which thought do you prefer in your hospitality business? Why?
14. Analyze Porter’s Five Forces model for Nepalese hospitality industry. How can it address emerging trends like eco-tourism?
15. Describe the causes of conflict in organization. Is conflict always bad! Why or why not?
16. What is democratic leadership? Differentiate between Leadership and Management with example. List out the most needed qualities of hospitality managers.
17. What are the stages of group formation. Why it is necessary to manage conflict in every organization including hospitality, elaborate your answer with best example.

## Section “C”

### Case Analysis

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

The Himalayan Heritage Hotel, a 50-year-old boutique property in Kathmandu, is renowned for its traditional Newari architecture and courtyard garden. Despite its cultural appeal, the hotel has faced:

- Declining occupancy rates (from 80% to 55% in 3 years)
- Rising staff turnover (60% in housekeeping, 40% in F&B)
- TripAdvisor complaints about "unresponsive service" and "dirty linens"

The owner, Mrs. Shrestha, manages everything personally from approving laundry contracts to scheduling front-desk shifts. There are no department heads, and employees often step into others' roles:

- Receptionists wash dishes during peak hours
- Chefs handle check-ins when reception is understaffed

#### Questions:

- a. What are the major problems in the case that the hotel faced despite its cultural appeal?
- b. Which organizational structure do you suggest to Mr. Shrestha for the efficient run of hotel?
- c. Do you think a clear job responsibility is necessary in the organization? Give your answer with reference to the case.
- d. Which type of leadership style is suitable for Himalayan Heritage Hotel?