

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2024

Programme: BHM

Full Marks: 100

Course: Food and Beverage Service III

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. Mention the standard serving temperature of white, red, rose and sparkling wine.
2. Mention the different type of sparkling/champagne wine produced across the globe.
3. Define Ale beer.
4. Identify the different labelling term used for sweet and dry wine.
5. Write short notes on aromatized wine.
6. Write the important points observed while serving the beer.
7. Why are most aged red wines decanted?
8. Name five wine-producing regions of France.
9. Elucidate Butler service.
10. Write the components of grapes with its features.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What do you mean by rectified spirit? Explain the types of spirit in brief with its brand names.
12. Define Beer and explain different faults in beer.
13. Illustrate the different methods of preparing sweet wine.
14. Define alcoholic beverage and classify beverage classification chart in brief.
15. Define Champagne. What are the various methods of making champagne? Explain the “Method Champenoise”.
16. Discuss the various attributes of butler in brief.
17. How are Italian wines classified? Explain any one each of the wine producing regions of France and Italy.

Section “C”
Case Analysis

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

You are hired as a new Bar Manager at Hotel Sofitel, which is a very renowned hotel of New York. You met your F&B Manager and received few feedbacks that were from different guests. Frequent complaints were about the staff's lacking knowledge about vintage wines, red wines not being served in proper temperature, off wines being served, staffs not being knowledgeable about food and wine harmony, as well as proper decanting. Snacks served were not up to the standard and were smelling awful. Your hotel Sommelier is on leave for a month, and the junior sommelier is on an emergency leave for a week. Already several complaints have been received since the Sommelier went on leave. You are requested to make plans and actions to avoid such shortfalls in the future.

Questions:

- a. How would you start to handle such situations?
- b. How can wine become off?
- c. What is food and wine harmony for you? Explain in brief with example.
- d. Explain the classification of Wine by its color and write its correct serving temperatures.

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Pass Marks: 45

Time: 3 hrs.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define Invalid Cooking with example.
2. Describe a puzzle.
3. Enlist any four objectives of menu planning.
4. Provide a definition of Accelerated Freeze Drying.
5. Write the name of the basic Indian gravies.
6. List the herbs and spices commonly used in Nepalese cuisine.
7. Differences between English breakfast and American breakfast. Any four.
8. Define Convenience Food and list examples of Convenience Food.
9. Enlist the various cold dessert.
10. List out various types of Dishwasher used in hotel industry.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define bulk food production. Justify the importance of cook chill and cook freeze systems in bulk food production.
12. Describe the various kinds of kitchen designs and draw a layout of commissary kitchen.
13. Define a menu and elaborate on the concept and objectives of menu planning.
14. Food preservation helps to extend the self-life of the food item, how? Explain the different methods of food preservation.
15. Discuss the distinctive features of Indian cuisine and specifically describe Goan cuisine.
16. As a Nepalese chef, how can you promote Nepalese cuisine in the international cuisine. Also enlist some of the features of Nepalese cuisine.
17. Outline the stages involved in operating a commercial dishwashing machine and support it with a diagram.

Section “C”

Case Analysis

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

Balancing Convenience and Health in Pre-Packaged Food

Convenience food, such as canned goods, tetra packs, and pre-cooked meals, has become a significant aspect of Hilton Hotels' offerings, aiming to meet the needs of busy travellers and enhance operational efficiency. By incorporating these pre-packaged meals, snacks, and beverages in minibars, on-site convenience stores, and room service, Hilton has seen positive economic impacts. For example, in 2022, Hilton reported a 15% increase in minibar sales due to the addition of high-quality, branded convenience food items. This shift has also led to reduced operational costs by decreasing the need for full-service kitchen staff around the clock. Additionally, convenience food caters to the growing demand for quick, accessible meal options, especially among business travellers, contributing to higher guest satisfaction.

However, the reliance on convenience food presents several challenges. Health concerns are significant, as these foods are often high in preservatives, sodium, and sugars. In 2023, Hilton faced criticism when a survey revealed that 30% of guests were dissatisfied with the nutritional quality of the convenience food offered. Environmental issues also arise from increased packaging waste, which conflicts with Hilton's sustainability goals. Reports have highlighted substantial waste generated by single-use plastic containers and wrappers, leading to higher waste management costs. Furthermore, the quality and freshness of convenience food can sometimes fall short, potentially detracting from the luxury experience that Hilton aims to provide.

A specific example from Hilton New York Midtown illustrates these impacts. In 2022, the hotel revamped its room service menu to include gourmet convenience food options, resulting in a 20% increase in room service orders. While this change boosted guest satisfaction due to the convenience, it also led to increased waste management costs and ongoing concerns about the healthiness of the food. Balancing the benefits of convenience food with the health, environmental, and quality expectations of guests remains a challenge that Hilton must address through innovative and sustainable practices.

Questions:

- a. How can Hilton balance the convenience and revenue benefits of pre-packaged food with the health and nutritional needs of its guests? [5]
- b. What strategies can Hilton implement to reduce the environmental impact of packaging waste from convenience food? [5]
- c. How can Hilton ensure that the quality and freshness of convenience food align with its luxury brand image? [5]
- d. What measures can Hilton take to address and improve guest satisfaction concerning the nutritional quality of convenience food? [5]

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2024

Programme: BHM

Full Marks: 100

Course: Fundamentals of Statistics

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. Introduce descriptive and inferential statistics.
2. Enlist any two information that you can obtain from stem and leaf display.
3. Draw histogram from the following data:

Marks	10-20	20-30	30-40	40-50	50-60
Frequency	2	5	8	6	3

4. The average marks of 10 boys and 5 girls of a college are 72 and 76 respectively. Find the average marks of all 15 students together.
5. Define probability and non-probability sampling.
6. Find mean and S.D. from the following data:
30, 20, 25, 40, 70, 90, 60, 80, 50.
7. Define quantitative and qualitative variables with example.
8. Write the uses of time series analysis in tourism industry.
9. A bag contains 5 black balls and 10 red balls. A ball is drawn from the bag randomly. Find the probability that the selected ball is i) black ball ii) red ball.
10. Define tourism statistics with an example.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. a. distinguish between primary data and secondary data.
b. From the following income distribution:

Income (Rs 000)	0-10	10-20	20-30	30-40	40-50	50-60
No. of person	5	10	18	23	7	6

Construct an ogive curve and find the number of persons having income between 20000-50000 from ogive curve.

12. The following table shows the distribution of expenditure of a group of 30 students during a college day.

Expenditure (in\$)	20 – 30	30 – 40	40 – 50	50 – 60	60 - 70
No. of students	3	?	10	7	?

Find the missing frequencies if average expenditure is \$ 45. Using the complete data, also calculate the median expenditure.

13. a. Define tourist. Explain the tourism indicators measurement of Nepal.
 b. Following data represent the Expenditure distribution of a family.

Expenditure on	Amount in Rs.
Food	15000
Rent	13500
Education	7000
Health	4000
Miscellaneous	1500

Represent the above information by means of pie-diagram.

14. a. Describe the role of statistics in hotel management.
 b. A bag contains 5 red balls and 10 white balls. Two balls are drawn at random from the bag. Find the probability that i) both are red ii) both are white iii) different color balls.

15. a. Define sampling. Distinguish between stratified sampling and cluster sampling.
 b. In a study of time and motion in a survey, supervisor estimates the standard deviation to be 0.05 second. If you want to be 95% confident that the error will not exceed 0.01 second. What should be the size of the sample to estimate population mean?
 Where $Z_{0.05} = 1.96$

16. The monthly income of eleven families of a commodity (in \$100) is given below.
 173, 206, 179, 257, 198, 251, 239, 246, 295, 181, 261.
 a. Find five number summaries.
 b. Find interquartile range.
 c. Plot the whisker box and interpret.

17. The following data illustrates the annual cash sales and media expenditure of seven major brands of soft drinks in year 2023.

Brand	1	2	3	4	5	6	7
Media expenditure	131	92	60	56	40	29	12
Sales Unit	192	138	81	54	53	53	21

- Develop the estimating equation to predict sales from media expenditure.
- Compute the coefficient of determination and interpret its result.
- Compute standard error.

Section "C"
Case Analysis

18 *Read the case situation given below and answer the questions that follow:*
[2×10]

- Lives of two models of refrigerators turned in for new models in a recent survey are:

Life (No. of year)	Number of refrigerators	
	Model LG	Model Samsung
0-2	5	2
2-4	16	7
4-6	13	12
6-8	7	19
8-10	5	9
10-12	4	1

What is the average life of each model of these refrigerators?

Which model has more uniformity?

- The profit of a production company in nine years is given below.

Year	2015	2016	2017	2018	2019	2020	2021	2022	2023
Profit (\$1000)	3	4	8	6	7	11	9	14	12

- Fit a straight-line trend by the method of least square.
- Estimate profit for the year 2024.

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2024

Programme: BBA/BBA-BI/BBA-TT/BHM

Full Marks: 100

Course: Introduction to Management Information System

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. How information technology is different than information system?
2. Why memory hierarchy is required in computer system?
3. Explore the difference between E-Commerce and E-Business.
4. Define Hospitality Information System.
5. Define telecommunications media and give examples.
6. What are the types of databases used in businesses?
7. What do you mean by POS?
8. Define Data Mart & Data mining.
9. What is OLAP and OLTP?
10. What do you mean by Intranet and Extranet?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What do you mean by computer software? Explain the different types of software with suitable example.
12. How RDBMS is different than DBMS? List and explain the different advantages of DBMS over traditional file processing system.
13. Explain the System Development Life Cycle (SDLC) with a focus on its stages and their significance.
14. Define network topology. Explain any three network topologies used in computer networks.
15. Differentiate between MIS and DSS? Describe the components of DSS.
16. a. What do you mean by computer reservation system? Explain.
b. Discuss the concept of Global Distribution System.
17. Define ERP. Discuss the benefits and challenges associated with implementing an ERP system. Additionally, analyze the common causes of ERP implementation failures.

Section "C"
Case Analysis

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

A mid-sized hotel chain faced numerous operational challenges that hindered its efficiency and guest satisfaction. The primary issues included manual reservation processes, which led to frequent overbookings and missed bookings, inefficient front desk operations causing long check-in and check-out times, and disjointed communication between departments resulting in slow response times to guest requests. Additionally, the lack of a centralized system made it difficult to track and manage inventory, leading to shortages and overstocking of supplies. To address these problems, the hotel implemented a comprehensive Hotel Management System (HMS) integrated with a Management Information System (MIS). This system automated the reservation process, significantly reducing booking errors and ensuring real-time availability updates. The front desk operations were streamlined with the use of an intuitive interface that facilitated faster check-ins and check-outs. The MIS also enabled seamless communication between housekeeping, maintenance, and the front desk, ensuring prompt service delivery. Inventory management became more efficient with the ability to track supplies in real-time and generate automated restocking alerts. Additionally, the MIS provided valuable data analytics on guest preferences and booking trends, allowing the hotel to tailor its services and marketing strategies to enhance guest experiences and increase occupancy rates. Overall, the implementation of the HMS and MIS transformed the hotel's operations, leading to improved efficiency, higher guest satisfaction, and better resource management.

Questions:

- a. How did the automation of reservation processes improve operational efficiency at the hotel? [5]
- b. In what ways did the integration of MIS enhance communication between different departments? [5]
- c. What impact did the improved inventory management system have on the hotel's operational costs and resource utilization? [5]
- d. How can data analytics from the MIS be used to further improve guest satisfaction and business performance? [5]

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Level: Bachelor

Semester: Spring

Year: 2024

Programme: BHM

Full Marks: 100

Course: Room Division Management I

Pass Marks: 45

Time: 3 hrs.

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Explain about the core area of hotel.
2. Differentiate between Motel and Rotel.
3. Which department of hotel are considered as other operating department?
4. What are the point to be considered while planning guest room?
5. What do you mean by tariff?
6. What is paging?
7. Discuss the activities of departure stage.
8. What do you mean by group reservation?
9. Why guest relations are very important for hotel business?
10. Enlist the different methods of settlement.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define hotel. Explain the growth and origin of hospitality.
12. Explain broadly, the classification of hotel on the basis of duration, location and star rating.
13. Define rooms and explain different types of rooms.
14. Mention and explain the various equipment's used in front office department.
15. Briefly elaborate guest cycle process.
16. Define reservation. Explain the types and sources of reservation.
17. Why front office department need to communicate with other department of hotel?

Section “C”
Case Analysis

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

The hospitality industry's resilience lies in its ability to evolve and innovate in response to changing consumer demands. Sunrise hotel's journey underscores the importance of embracing digital transformation, delivering personalized experiences, prioritizing sustainability, and prioritizing guest safety to thrive in a competitive landscape.

Sunrise Hotel, located in a popular tourist destination, initially gained recognition for its personalized service, unique ambiance, and attention to detail. However, as consumer preferences evolved with time, the hotel faced challenges in retaining its market position.

Questions:

- a. What do you understand by digital transformation?
- b. How are quality service related with innovation?
- c. Hospitality industry talks a lot about the customer experience, what do you understand by the term "customer experience"?
- d. How can hotel sunrise regain its position in the market again? Suggest some solution.