

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BHM

Full Marks: 100

Course: Food and Beverage Service III (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 is Butler Service? Mention any two of its methodologies.
2. Identify the characteristics of grape vine.
3. Define rectification process in alcohol.
4. Name any four wine producing region of France Prosecco.
5. Mention the key difference between prosecco and champagne.
6. What is fortification process in vinification process.
7. List out the specification of copper still.
8. Write down the meaning of "2020, Pinot Meunier, 11.5% ABV and Brut" in the wine label.
9. Define proof measuring system in alcohol.
10. Define Pink Wine.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Draw a layout of classification of alcoholic beverage. Explain.
12. Define butter service and how it acts as a USP for any organization in upscaling revenue.
13. Define Madeira. Explain different types of Madeira and write down any two leading producers of Madeira.
14. Define Champagne. Explain the champagne production process in detail.
15. Explain the wines of France along with the Appellation d' Origin Controlee system.
16. Define distillation process and identify the key major difference in pot and patten still methods.
17. Identify and describe the possible ways of creating sweet wine.

Section "C"

Case Analysis

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

A newly opened fine dining restaurant at Lakeside introduced a premium wine pairing dinner. However, the staff seemed poorly trained on reading

wine labels, opening wine bottles properly, and matching wines with courses. Guests complained about wrong pairings, improper decanting, and warm champagne service. Moreover, an imported beer brand served had an off-flavor that disappointed regular customers.

Questions:

- a. What could be the reasons behind staff failing in wine pairing and label reading?
- b. Explain how the staff should properly decant and serve wine and champagne.
- c. What could cause off-flavors in beer and how can these be prevented?
- d. Suggest training areas for staff to improve wine, champagne, and beer service.

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Explain the concept of bulk food production.
2. Enlist at least four types of cheese.
3. Differentiate between Charcuterie and Forced meat with example.
4. Discuss the term Chaud Froid with its types.
5. Highlight the functions of Egg in cooking.
6. Explain the features of Nepalese cuisine.
7. Enlist 4 basic Indias gravies with each menu example.
8. Articulate your understanding on convenience food.
9. Highlight the types of cookies.
10. Classify Hors d' oeuvre.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the term Bulk Food Production. And also highlight its scope, opportunity and challenge in Nepalese context.
12. "Milk and milk products are integral part of kitchen operations". Comment on the statement with roles of cheese and cream in mind.
13. Elaborate the concept of Garde Manger and also write down the duty and responsibilities of Garde Manger chef.
14. Explain the structure and anatomy of an Egg with a neat diagram.
15. Discuss Nepalese cuisine. Highlight its unique features and current trend in the content of Nepal.
16. Explain the relationship between Convenience food and Fast food operation and also share your experience and understanding on advantages and disadvantages of fast food.
17. Discuss elaborately on Cookies and Biscuits. Discuss on preparation

of simple cookies and common fault in cookies making process.

Section "C"

Case Analysis

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

Nepalese Cuisine - A Blend of Culture and Flavor

Nepalese cuisine is a unique mix of taste, tradition, and local ingredients. It is influenced by the country's diverse geography and culture. People in Nepal eat food based on what is available in their region — from the high mountains to the flat plains. The most common daily meal in Nepal is dal-bhat-tarkari, which includes lentil soup, rice, and vegetables. This meal is simple, healthy, and eaten in almost every household.

In the mountain region, people eat food that keeps them warm and provides energy. Popular dishes include thukpa (hot noodle soup), momo (dumplings), and yak meat. The Thakali thali is famous and offers a complete meal with rice, lentils, meat curry, vegetables, and pickles. In the hilly region, people enjoy gundruk (fermented greens), sel roti (rice doughnut), and alu tama (bamboo shoot curry).

The Terai region, which lies in the southern plains, has food similar to Indian cuisine. People eat samosa, kachori, litti chokha, and fish curry. The Tharu community in this region is known for special dishes like ghongi (snail curry) and bagiya (rice dumplings). They use local ingredients from forests, rivers, and fields.

A special part of Nepalese cooking is the use of local spices and traditional techniques. Common spices include cumin, turmeric, ginger, and garlic. Many foods are dried, pickled, or fermented to preserve them, especially in areas where refrigeration is not common. These methods not only add flavor but also help store food for a long time.

Questions:

- a. What is the most common daily meal in Nepal, and what are its components?
- b. Name two traditional foods from the mountain or hilly region of Nepal.
- c. Why do people in Nepal use fermentation and pickling in their cooking?
- d. Enlist local herbs, spices and traditional cooking techniques used.

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define Invalid cookery.
2. Define 'puzzle' in menu engineering.
3. Enlist section of larder kitchen.
4. Define Accelerated Freeze Drying.
5. Mention name of six paste used in Indian cookery.
6. Explain the features of Nepalese cuisine.
7. American breakfast verses English breakfast.
8. Define Convenience Food and write down three examples of Convenience Food.
9. What are the job responsibilities of stewarding manager?
10. What is pudding? Mention the components of pudding.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Sketch a neat layout of preparation and finishing kitchen. Name all the functions of this unit.
12. How can technological advancements improve the efficiency and productivity of bulk food production systems without compromising quality?
13. Explain menu engineering. Justify "menu isn't only a piece of paper", it is used as controlling tools for food and beverages.
14. a. Describe the Regional Cuisine of Nepal.
b. Social and ritual significance of Nepalese ethnic foods.
15. What do you mean by dessert? Explain continental hot desserts with suitable examples.
16. What do you understand by the term food preservation? Explain different types of food preservation.
17. a. Explain various method of cooking used in Indian cookery.
b. Describe various kitchen tools and equipment used in Nepalese cookery with its culinary usages.

Section "C"
Case Analysis

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

ABC restaurant is a new restaurant situated in the heart of the business and shopping district. Its proximity to the newly opened Fantasy Fun Land, a large indoor children's playground is an added advantage, as it is expected that the new attraction will grow in popularity, especially during weekends and holidays. The restaurant can accommodate up to 250 people in one sitting. It offers a buffet lunch and sets and a la carte dinners. Things have gone on smoothly and business volume has increased three-fold. Then, the restaurant began to receive a significant number of complaints from customers about long waiting times for their food. General Manager, Mr. Kim is concerned and orders a committee to look into the problems. After a month-long investigation, the committee identified the following problems:

- The workstations in the kitchen are not positioned correctly.
- Kitchen equipment is not for easy accessibility.
- Support departments are not conveniently located & need of bulk or banquet kitchen.
- Difficulty in transferring directly from the receiving bay to the kitchen.
- F&B staffs have to walk a long way to the kitchen to pick up food replenish the buffet line and transfer soiled dishes from the restaurant to the kitchen.

The committee proposes that the following activities be done:

- Improve the layout of the equipment and workstations in the Kitchen to facilitate a smooth workflow & add bulk kitchen too.
- Relocate the supporting sections to improve productivity.
- Improve the accessibility of the kitchen to the F&B service and receiving Staff.

Questions:

- a. Based on the above situation draw the neat and clean general Workflow of the food production department. Explain the work of each unit [5]
- b. What are the possible sections that you lay out in the redesigned kitchen? Explain [5]
- c. Based on the above situation draw a neat and clean bulk kitchen layout by addressing the above situations. [5]
- d. As an executive chef, what are the modern tools and equipment recommended to ABC restaurant's kitchen for minimizing the physical hazard? [5]

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What are the scope of statistics?
2. Define primary and secondary data.
3. Find the quartile deviation of the following data:
11, 31, 20, 12, 14, 16, 25, 28, 15, 22, 21, 25
4. Find mode if mean= 100 and median=75.
5. Define index number also write the type of index number.
6. Write down the different Components of time series Analysis?
7. Define Domestic and International Tourism?
8. If $b_{xy} = 0.9$ and $b_{yx} = 0.6$, find correlation between x and y?
9. Write any Two difference between Correlation and Regression.
10. Particular regarding incomes of two city are given below:

	Dhangadhi	Pokhara
No of people	40	30
Average income	Rs 20	Rs 40
Standard deviation of income	Rs 8	Rs 6

In which city Dhangadhi or pokhara is there greater consistency?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. a. Distinguish between primary and secondary data.
b. Draw Pie chart from following:
12. a. plot a histogram for the following frequency distribution and locate the mode with the help of it

Items	Food	Rent	Fuel	Housing	Edu.	Clothing	Misc.
Exp.	40	30	20	35	25	20	10

12. a. plot a histogram for the following frequency distribution and locate the mode with the help of it

Marks	0-20	20-40	40-60	60-80	80-100
No of students	10	25	35	30	5

12. b. The following table represents the marks of students in an examination. Find the missing frequencies for a group of 47 students. If Mode = 27

Marks	0-10	10-20	20-30	30-40	40-50
No. of students	5	?	15	?	7

13. a. One hundred and twenty students appeared for a certain test and following marks distribution was obtained.

Marks	0-20	20-40	40-60	60-80	80-100
No. of students	10	30	36	30	14

Find the limits marks of middle 60%

b. Find the combined mean and standard deviation from following data.

	Firm A	Firm B
No. of workers	100	500
Mean	50	60
Standard deviation	10	11

14. calculate price index number from the following data by i) Laspeyre's method ii) Paasche's method iii) Fisher's method

Commodity	Base year		Current year	
	Price	quantity	Expenditure	quantity
A	6	50	560	56
B	2	100	240	120
C	4	60	360	60
D	10	30	288	24
E	8	40	432	36

15. The following table represents driving speed and mileage of a motorbike for 10 days.

Driving speed (in km/hr)	30	50	40	55	30	25	60	25	50	55
Mileage (in km/ltr)	28	25	25	23	30	32	21	35	26	25

a. Calculate correlation coefficient and interpret the result.
 b. Estimate the mileage if driving speed is 60km/hr.

16. Following are the marks secured by Mr. A and Mr. B in 9 tests of 50 marks each.

Tests	1	2	3	4	5	6	7	8	9
Marks A	23	24	25	26	27	28	21	22	27
Marks B	27	34	37	30	29	30	34	32	33

If the consistency of performance is the criteria for awarding a prize. Who should get be awarded by the prize?

17. What are Tourism indicators measurements of Nepal? Explain.

Section “C”
Case Analysis

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

A. The marks obtained by 50 students in statistics test are given below:

40	48	45	49	58	36	76	76	85	54
48	48	48	47	56	34	39	72	28	67
57	58	57	57	59	64	62	64	10	66
50	48	47	54	32	38	71	26	67	67
52	52	53	38	55	58	22	84	27	15

With reference this table

- a. Construct a grouped frequency distribution having equal class width of 10 (exclusive class interval)
- b. How many students received 60 marks and above.
- c. What % of students passed the test taking 40 marks as the minimum pass marks.
- d. Find the number of students securing marks less than 30
- e. Calculate relative frequencies for classified data. Also calculate percentage of students in each class.

B. Below are given the annual production of sugar of a factory.

Year	2006	2007	2008	2009	2010	2011	2012
Production	77	88	94	85	91	98	90

- a. Fit a straight line trend by the method of least square.
- b. Obtain the trend values.
- c. Do these figures show a rising trend? If yes what is monthly production.
- d. Estimate the production for 2015 & 2017.

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System (New)

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Write four benefits of MIS.
2. What is system software?
3. List potential threats to information system. (any four)
4. Define e-commerce.
5. Define Star Topology.
6. Define Supply Chain Management.
7. What is Debit card?
8. What is digital marketing?
9. How is data different from information?
10. What are 4 Limitation of Management Information System in Hospitality?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What do you mean by topology? Explain different types of topologies with advantages and disadvantages.
12. Describe different digital marketing strategies for hospitality businesses.
13. Draw a block diagram of computer system and explain its component in brief.
14. Explain the approach to develop MIS and also mention what are the reason that makes MIS a success.
15. a. Discuss the benefits and challenges of Supply Chain Management in a modern business environment.
b. Differentiate between Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) for business efficiency?
16. a. Explain the fundamental resources of an information system. How do these resources contribute to its effectiveness?
b. Describe the key characteristics of an information system and their importance in decision-making.
17. Compare a Computer Reservation System (CRS) and a Point of Sale (POS) system in terms of functionality, usage, and industry relevance.

Section "C"
Case Analysis

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

Leveraging Digital Marketing in the Nepali Hospitality Industry "Everest Escapes" is a boutique hotel chain operating in major tourist destinations like Kathmandu, Pokhara, and Chitwan. Despite having a reputation for exceptional service, the hotel chain faced challenges in attracting a consistent flow of international guests, particularly during the off-season. The management realized the importance of digital marketing in reaching a global audience and decided to revamp their strategy.

The first step was launching a user-friendly website featuring multilingual support, high-quality images, and virtual tours of their properties. Everest Escapes also invested in search engine optimization (SEO) to rank higher in online searches related to Nepali tourism.

To further engage potential guests, the hotel developed an active presence on social media platforms like Instagram and Facebook. They shared visually appealing content showcasing local culture, events, and behind-the-scenes activities at the hotel. Collaborating with travel bloggers and influencers, they ran targeted ad campaigns to highlight their unique offerings.

The hotel also introduced an email marketing program, offering discounts and personalized travel packages to past guests and new subscribers. Furthermore, they adopted data analytics to track the performance of their campaigns, allowing them to refine their strategies for better results. Within six months, the digital marketing initiatives led to a 40% increase in bookings, particularly from European and American tourists. However, the hotel faced challenges such as managing online reviews effectively, ensuring data privacy, and keeping their digital presence consistent across all platforms.

Questions: [4×5]

- a. Suggest strategies for Everest Escapes to effectively manage online reviews and enhance their brand reputation.
- b. Design a plan for using data analytics to further improve their digital marketing campaigns and boost guest engagement.
- c. Examine the role of influencer marketing in driving international bookings for Everest Escapes. What are the potential risks of relying heavily on this strategy?
- d. Compare the effectiveness of social media campaigns versus email marketing for building long-term customer relationships in the hospitality industry.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define DDL, DML used in database language.
2. Write any two features of PMS.
3. Define primary and foreign key.
4. What is ring network topology? Give an example.
5. Why cache memory is used in computer system?
6. Define VAN and VPN.
7. What is data dictionary?
8. What is Electronic Data interchange?
9. Define Compiler and give an example.
10. What is OLAP?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What is a multidimensional data model? Can this model enhance the capabilities as a Decision Support System? List out the advantages of a DSS in an organization.
12. Explain the concept of SDLC and its stages. Compare waterfall model and prototyping model in information system development.
13. What are the success factors of e-commerce? How are electronic payments settled in e-commerce process?
14. What are the risks in the information system? Briefly explain the risk management strategies applied in information system.
15. a. Draw a block diagram of digital computer and explain the various hardware components in brief.
b. What are the requirements of a corporate PC? Discuss.
16. Explain Global Distribution System (GDS), Computer Reservation System (CRS) and Point of Sale (POS) with their business value and real applications in hospitality industries.
17. Explain different network topologies used in information system. How Mesh topology is different? Give a real world example.

Section “C”
Case Analysis

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

The Big Data for Human Resource Management

The concept of big data has existed for a while, but it gained proper attention only a couple of years ago. Big data is exactly what it is called, an enormous collection of data that is mostly found in online databases. It can be used in order to create very detailed reports that have the power to completely change the way several industries operate. Using big data in the recruitment process can be exceptionally beneficial for all the parties involved.

There are three parties usually involved in the recruitment process. They are employers, candidates and recruiters. An employer's primary goal is finding a person who will be a perfect fit for the open position and will increase the company's profits. A candidate is looking for a job that will provide them with the money to meet their needs and will allow them to fulfill their potential and grow professionally. Recruiters are focused on finding these perfect matches to be of the best use to their clients. Information is the key to make sure that every party gets exactly what they need, and big data can provide this information in abundance.

A company performance report generated using this technology can provide a detailed and correct prediction of employee behavior. It can be used to create a blueprint that a candidate will need to match in order to fit into the position perfectly. Recruiters can use this in order to ensure that only the best candidates are offered the job. This will make the process of recruitment much more efficient and faster. Creating a database of candidates with the same detailed reports on each of them (the reports will be based on the statistics of their behavior in school and previous jobs) will ensure that perfect matches are found for every job. The reports based on big data are so refined that they can successfully predict the potential of every candidate and allow the employers to see how much profit they will be able to generate by hiring this person.

Although the benefits of using big data are undeniable, there are certain problems associated with implementing this technology. The most important of them is a lack of people who possess the analytical thinking skills sufficient to analyze and interpret the reports. Current level of technology also limits the number of companies that can use big data, as not everyone has the means to afford the equipment necessary to work with such a huge amount of information.

The future of recruitment definitely lies with big data. The only things that prevent it from being used today are technicalities that will be dealt with as the technology progresses further.

Questions:

- a. What do you mean by Big Data? Provide context from the case. [5]
- b. What is the employer primary goal of finding the person? [5]
- c. Is the Big Data enough for recruitment processes? [5]
- d. What are the benefits for using Big Data? [5]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Explain briefly any two Core areas in any hotel.
2. List and explain any two types of room rates.
3. Explain the benefits and needs of hotel classification.
4. List and explain any two equipments used in the front office.
5. Discuss the importances of reservation in guest cycle.
6. What do you understand by amendment and regrets?
7. Define luggage handling procedure in brief.
8. Explain briefly the procedure for handling VIP guests in a hotel.
9. Identify the importance of interdepartmental relationship.
10. Explain the different types of meal plan.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Elaborate with examples why classifications of hotels are very important? Describe briefly any four types of hotel classifications.
12. Make an organization diagram of the front office department in a large hotel. Explain briefly the duties of any four front office personnel.
13. Discuss the various functions of the front office. Describe briefly any four sections of the front office.
14. Describe the Stay phase of the guest cycle. Explain briefly the various types and sources of reservations.
15. Describe the receiving and registration of guest.
16. What are the different types of guest complaint and how they are handle?
17. Interdepartmental communications between the front office and other departments are vital. Explain any four departments front office coordinates with.

Section “C”
Case Analysis

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

Jenny, a reservation agent, received a call from a guest for booking a single room for four days from 20 January. While checking the reservation status, she finds that on 23 January the lower category of rooms is sold out but an executive room is available (Room rent for the same is \$15 more than the requested room type). While going through the guest history, she also finds that the guest is a frequent visitor to the hotel and a considerable amount of business is gained from him.

- a. What should Jenny do?
- b. What alternatives can be suggested to the guest?
- c. Should Jenny upgrade the guest for the night of 23 January on a complimentary basis? Why or why not?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define the term "Hospitality".
2. Define heritage hotel.
3. What is the need of organization?
4. Who are the walk in guests?
5. Draw the format of room tariff card.
6. Write the procedure for guest registration.
7. Explain the sources of reservation.
8. Define the term guest relations.
9. How is hotel legalized to exchange the foreign currency?
10. Why front office communication is vital for smooth operation?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the need of hotel classification. Describe the various types of hotel classifications.
12. Draw an organizational chart of front office department of a large hotel and briefly explain its section.
13. Explain any ten types of guest room.
14. What is the importance of Computer Applications in Hotel Front office Department? Explain.
15. What do you understand by guest cycle? Explain in details.
16. Interdepartmental communication between the front office and other departments in hotels is important. Justify. Describe any four most important departments that the front office coordinates with.
17. Explain the various modes of settlement of bills.

Section "C"
Case Analysis

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

Mr Kevin Lane is the CEO of a multinational company who visits Pokhara twice a month for a week and always stays in Hotel Sea View in the deluxe suite 405, which overlooks the Fewa lake. He is very important guest for the hotel and the hotel staff is always on its toes to keep him satisfied. His secretary calls up at 8 p.m. to amend the flights details for the next day's pick up in a Mercedes Benz. Mr Lane's flight was supposed to reach at 8 a.m. but due to change in his plans, he is now arriving by an earlier flight at 5 a.m. The front desk agent takes the arrival information and passes it on only to the concierge who is entangled in peak time check-ins and answering guest queries. By the time he sorts these out, he is exhausted and confirms Mr Lane's Mercedes pick up for the next day at 8 a.m. instead of 5 a.m.

Mr Lane arrives in the hotel at 7a.m. in a taxi and his preferred suite is not ready (housekeeping was not aware of his early arrival). He is absolutely furious and icily gives the duty manager a piece of his mind.

Questions:

- a. Identify the main service failures in this case. What were the critical points where the communication broke down?
- b. What steps should the front desk agent have taken to ensure that the early arrival and transportation changes were correctly communicated and executed?
- c. How can duty manager calm Mr Lane down?
- d. Will Mr Lane continue to stay at Hotel Sea View henceforth? Why or why not?