

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BHM

Full Marks: 100

Course: Food and Beverage Service IV (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. Write down the signature recipe of cuba libre cocktail.
2. How the use of oak affect the spirit quality?
3. What do you understand by angel share?
4. Why malting is important in the production of spirit?
5. List the various components of mixed drinks.
6. What is inter bar transfer?
7. What is 100% Puro d Agave?
8. Define Responsible Alcohol Service.
9. Define the function of dispense bar.
10. What is Standard Purchase Specification?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the various prior and post distillation operational activities involved in spirit production process.
12. Discuss the various steps involved in operation of a bar.
13. Define Liqueurs. Explain the production process of Liqueurs.
14. Being a Mixologist explain different methods of combining beverages with example.
15. What is tequila? Explain the category of style of tequila in brief.
16. List and discuss in details about various F&B control system in an organization.
17. What is Responsible Alcohol Service? Write down the law and regulation formulated by Government of Nepal for the service and sales of alcoholic beverage in Nepal.

Section “C”
Case Analysis

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

Case Study: The Manang Pub

The Manang Pub is a mid-sized, independently owned establishment located in the heart of a bustling tourist area in Lakeside, Pokhara. It has been operating for seven years and was initially popular for its relaxed vibe, live acoustic nights and signature cocktails. However, over the past year, the bar has seen a decline in customer footfall and revenue. Several new competitors have opened in the area offering more modern ambiances and cheaper drinks. Reviews on social media complain about slow service, poor hygiene in the restrooms, and unfriendly staff.

The owner, Mr. Subarna Barma, conducted a short internal audit and **discovered :-**

- High staff turnover (especially among bartenders).
- Inventory mismanagement with frequent shortages or overstocking.
- Lack of standard drink recipes.
- No POS (Point of Sale) system for tracking sales.
- Inefficient scheduling leading to understaffing on weekends.
- No marketing strategy other than word of mouth.

Mr. Barma wants to turn things around. He is considering hiring a bar consultant to rebrand and restructure operations, starting with a training program for his staff and introducing a new menu and POS system.

Case Questions:

- a. What steps should be taken to manage inventory more effectively? [5]
- b. Suggest five strategies to improve staff motivation and reduce staff turnover? [5]
- c. Should Mr. Barma consider a complete rebranding of the bar? Why or why not? [5]
- d. How important is branding and ambience for a bar's success? [5]

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Write down the service sequence of Brandy.
2. Define cocktails and mention its components.
3. What is single grain whisky?
4. Mention four alcoholic service law of Nepal.
5. How mezcal is different from tequila?
6. Mention the grape variety used in production of cognac.
7. Define generic liqueurs.
8. What is an aperitif? Give two examples.
9. What is meant by corkage?
10. What is a standard purchase specification?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Explain the different cocktails preparation techniques in brief with a supportive signature cocktail.
12. Explain the various post distillation activities to be performed in the production of different style alcohol.
13. Explain the production process of liqueur in brief.
14. List and describe various factors that uplift the design of bar.
15. Discuss the steps involved in bar operation. How does bar control its

records and costs?

16. Write the meaning of "Responsible Alcoholic Service". Explain the traffic light service action in RAS.
17. Explain the marketing concept in the context of food and beverage services. Discuss market segmentation.

Section "C"

Case Analysis

18. *Read the case situation given below and answer the questions that follow:* [20]
The management of Galaxy Bar and Grill noticed rising costs and declining profits despite steady customer flow. On review, they found issues like improper requisition records, excessive spillage and spoilage, bartenders serving free drinks to friends, and lack of staff training on responsible alcohol service. Additionally, many guests complained about poor drink presentations and slow service, especially during happy hours.

Questions:

- a. What could be the reasons behind rising costs and declining profits in this case?
- b. How can proper bar control systems and standard purchase specifications help solve these issues?
- c. Explain how staff training on responsible alcohol service could improve the situation.
- d. Suggest marketing strategies the bar can use to enhance sales without compromising control.

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Define salsa and list its types.
2. Draw the neat & clean Structure of wheat.
3. Brief purchase specification with its uses.
4. List the role of raising agents.
5. Write the storage temperature of perishable, semi-perishable and non-perishable goods.
6. What are the consideration of planning kitchen?
7. Define basic sponge cake.
8. Write any 4 importance of food presentation.
9. Define satellite kitchen.
10. What is Mediterranean Cookery?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Describe Gantt Chart with its application in Kitchen management.
12. Elaborate on Italian Cuisine. Explain the regional cuisine of Italy.
13. Why patisserie kitchen is importance in contemporary trend for smooth functioning of overall food production department? Describe the basic food commodities that are used in patisserie kitchen & highlight the culinary role.
14. How do balance, harmony, and contrast enhance food presentation? Discuss the various guidelines for effective plate or food presentation with suitable examples.
15. How does a purchase specification help to quality control of food commodities? Draw the neat and clean standard format of the purchase specification sheet of any one perishable food commodity.
16. Define kitchen with its types. Draw the layout of main kitchen.
17. Why white chocolate is not considered as a real chocolate? Explain the chocolate production process.

Section “C”

Case Analysis

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

Designing the Kitchen of Hotel ABC Height

Hotel ABC Heights is a newly constructed 5-star hotel located in Pokhara, Nepal. The hotel has a 200-cover multi-cuisine restaurant, a banquet hall with 500pax capacity, and plans to start room service for 80 rooms. The human resource management (HRM) has hired you, a BHM graduate, as a consultant chef to help facility planning department for designing & layout the main kitchen.

The hotel is aiming after 5 years:

- Efficient workflows of kitchen as a result increase the efficiency & productivity.
- Compliance with hygiene standards
- Energy efficiency

There is also a small service elevator connected to the banquet floor. The hotel wants to ensure **smooth operations**, especially during **peak hours**.

The hotel management team expect the kitchen to be **divided into sections** such as:

- Hot kitchen
- Garde manger/ Cold kitchen/ Larder or pantry
- Butchery
- Dishwashing
- Patisserie section
- Dry and cold storage
- Chef office
- Food presentation section
- Still room section
- Scullery section

Questions:

- a. As a kitchen consultant, analyze the requirements and drawn the neat and clean kitchen design & layout based on management expectation.
- b. How will you maintain a logical workflow from receiving to food presentation or service?
- c. Discuss how you will incorporate ergonomics and energy efficiency and ensure food safety and hygiene standards in this kitchen design layout.
- d. Based on the above situation, what are the major point to considered while kitchen planning & design or layout.

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. List the supervisory function of management.
2. Define pesto.
3. List four fast food establishments and their emphasized products.
4. Discuss the term ‘Food Presentation’.
5. Enlist the features of centralized food production system.
6. Differentiate between perishable and non- perishable goods with examples.
7. Highlight the relationship between costing and pricing.
8. Enlist the common faults in making cookies.
9. Why is tempering done in chocolate production?
10. Define icing and list its types.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. ‘Any event in the form of ODC can be challenging’. Explain the given statement.
12. Give your opinions on the statement “French Cuisine is considered the mother of all western cuisines”.
13. Discuss the catering and marketing considerations of fast foods.
14. Define food presentation. List and explain the guidelines of food presentation.
15. As a manager in Airline Catering, would you prefer ‘Cook – chill’ or ‘Cook – freeze’ for food production in your organization? Why? Explain with advantages and disadvantages of both.
16. What considerations would you consider for purchasing goods for kitchen department? Explain in detail.
17. Why does French cuisine have dominance in western cuisine? Explain in detail.

Section “C”
Case Analysis

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

Frozen Food Storage and Safety:

Frozen food has become an integral part of modern Kitchens, both at home and in the food service industry. Freezing is one of the most effective methods of preserving food, retaining nutrients, flavor and appearance for extended periods. However, despite its benefits, improper storage, handling and thawing practices can lead to serious food safety hazards. Many frozen foods, especially meat, fish and ready to eat meals are susceptible to contamination if they are exposed to fluctuating temperatures, partial thawing, or long-term freezer burn.

Recent studies have shown that improper thawing of frozen items, such as leaving at room temperature, significantly increases the risk of bacterial growth, especially Salmonella and Listeria. Furthermore, once frozen items are thawed, they should never be refrozen unless cooked thoroughly. The role of proper packaging, FIFO stock rotation, and cold chain maintenance cannot be overstated when dealing with frozen foods in commercial kitchens. Strict monitoring of freezer temperature (below -18°C), hygiene and staff training ensures food remains safe and high in quality.

Questions:

- a. Name and describe types of frozen food products commonly used in commercial kitchens and their safe storage methods. [5]
- b. List and explain common mistakes made when thawing frozen foods and how to avoid them. [5]
- c. As a food safety incharge, how would you train staff to handle frozen foods correctly and ensure HACCP compliance? [10]

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Programme: BHM

Full Marks: 100

Course: Hospitality Accounting and Costing

Pass Marks: 45

Time: 3 hrs.

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What do you mean by Hospitality Accounting?
2. Define visitor's tabular ledger.
3. What do you mean by accrual basis of accounting?
4. What do you mean by cost concept?
5. Define about cash and cash equivalent.
6. Recorded Rs 3,500 on commissions earned by the sales person during the month. They will be paid on the 5th of the following month.
Required: Journal Entry
7. Hotel Mountain view has 200 rooms, 70% of the available rooms are occupied throughout the year, out of which 10% is complementary and the room revenue is Rs 25,00,000. Calculate the complementary occupancy percentage.
8. Prepare cash book from the following information:
 - a. Beginning balance of Rs. 5,000
 - b. Purchase of goods of Rs. 2,000
 - c. Cash sales of Rs. 10,000
 - d. Rent paid Rs. 1,000
9. Calculate ending balance of retained earnings from the following information:

Net income for the year	Rs. 50,500
Beginning retained earnings	Rs. 10,700
Dividend paid	Rs. 25,250
Transfer to general reserve	Rs. 4,580
10. The following information of a guest house located in Nepalgunj:

Total rooms	150
Occupancy	80% (normally)
Paid rooms during the year	30,000 in 365 days in a year
Room sales revenue	150,000
10% rooms are under maintenance	

Required: a. Average daily room rate
b. Revenue per available room

Section “B”
Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define accounting information. Explain the users of accounting information in the context of the hospitality industry.
12. United Solution Service Incorporation was established on May 1, 2024 by two founding directors. The Corporation will provide consulting services to small business. The following transactions took place during the month of May.
 - May 1 Received contribution Rs 10,000 from each of the two directors in exchange of shares.
 - May 4 Signed two years promissory notes at the bank and received cash of Rs 7500.
 - May 6 Purchased office Supplies on account for Rs 350 payment due in 30 days.
 - May 10 Billed a client Rs 2,000 for consultancy services. According to an agreement between two companies, the client to pay 25% of the bill upon its receipts and the remaining balance within 30 days.
 - May 15 Paid Rs 650 bill to the local newspaper for advertising for the month of May.
 - May 20 Received 25% of the amount billed on May 10.
 - May 24 Received cash of Rs 1,400 for rendering services to the clients.
 - May 26 purchased a type writer system for Rs 4000 in cash.
 - May 29 Paid Rs 1,650 in salaries and wages for May.
 - May 31 Paid Rs 700 for electric and water bills.

Required:

- a. Journalize the above transactions. [5]
- b. Show the recording of transactions in T accounts. [3]
- c. Prepare trial balance. [2]

13. Trial Balance of Nova Hotel, Jhapa as on 31st December 2024:

Particular	Debit	Particular	Credit
Plant and machinery	Rs. 50,000	Capital stock	Rs. 105,000
Salary and Wage expenses	25,000	Interest on investment	20,000
Opening stock	60,000	Sundry creditors	27,500
Account Receivable	40,000	Sales revenue	300,000
Carriage outward	5,000	Discount received	5,700
Custom duty	12,500	Provision for bad debt	2,500
Insurance expenses	4,500	Commission received	8,000
Purchase	170,000	Bank loan	50,000
Office rent and tax	6,500		
Bad debt expense	7,500		
Interest on a bank loan	12,000		
Cash balance	8,200		
Supplies expense	17,500		
Investment	100,000		
Total	518,700	Total	518,700

Additional information:

- The value of closing stock is Rs. 7,5000.
- Salary and wages due for Rs. 1,000.
- Depreciate plant and machinery by 10% per annum.

Required:

- Prepare a multiple-step income statement. [5]
- Prepare a classified balance sheet. [5]

14. The following information has been gathered from the Hotel Sunrise, Pokhara

Complimentary rooms	400	Food and beverage revenue	Rs 12,00,000
Food covers	1,30,000	Room revenue	Rs 4800,000
Rooms occupied by two or more people	30,800	Cost of good used	Rs 355,000
Total guest	1,22,640	Labour cost for room department	Rs 7,20,000
Room sold	87,600	Labour cost for food and beverage department	Rs 2,88,000
Total Rooms	300	Employee's meals	4000

Required:

- Labour cost percentage-food and beverage department.
- Labour cost percentage-room department

- c. Food cost percentage
- d. Average food service check
- e. Revenue per available rooms
- f. Paid occupancy percentage
- g. Occupancy percentage
- h. Multiple occupancy percentage
- i. Complimentary occupancy percentage
- j. Average daily room rate

15. Himali Bakery has provided the following information for the year 2024.

Particulars	Units	Unit cost
Beginning inventory	1,000	Rs. 20
Purchases:		
January 3	3,000	18
March 12	4,000	16
May 9	2,000	14
December 15	1,400	12

During the year, Himali Hotel sold 9,000 units at Rs. 50 per unit. 400 units were found damaged. The operating expenses amount to Rs. 16,000, and the tax rate is 20%.

Required:

- a. Compute the cost of goods sold and ending inventory value under the FIFO and LIFO methods using a periodic inventory system. [5]
 - b. Prepare an income statement under each of the two methods and explain your answer for the best recommendation method in the context of tax liability. [5]
16. Kanchanjunga Concern has the following information relating to the production and sales of cold drinks for the year ending 31st Chaitra, 2081.

Details	Amount Rs.	Details	Amount Rs.
Indirect materials	65,000	Factory lighting & heating	2,250
Unproductive wages	25,000	Depreciation on plant	4,000
Factory supervision	25,000	Consumable store	6,000
Direct materials	80,000	Haulage	2,000
Direct wages	60,000	Stationery for the factory	7,000
Chargeable expenses	30,000		

Additional information:

- i. Office & administrative overheads were 30% of work cost

- ii. Selling and distribution expenses @ Rs. 3.50 per unit sales
- iii. Production 4,000 units, sales 3,500 units @ Rs. 400 per unit

Required: Prepare Cost Sheet

17. XYZ company produces a doll and can sells its product at Rs 25 per unit in which it incurred variable cost of Rs 10.50 per unit. The annual fixed costs of the company amounted to Rs 62,500.

Required:

- a. Sales unit to earn after tax profit of Rs 40,000 if the tax rate is 40%. [3]
- b. BEP value assuming the fixed cost will increase by 25 %. [2]
- c. Contribution margin ratios assuming that variable cost is reduced to Rs 9 per unit. [2]
- d. If the company can sell 65,00 units, what price would it have to charge to earn a profit of Rs 22,000. [3]

Section "C"

Case Analysis

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

Vision Corporation located in Pokhara is in the process of preparing its statement of cash flows for the year ended June 30, 2024. An income statement for the year and comparative balance sheets as follows:

Income Statement For the year ended June 30, 2024

Sales Revenue	Rs 4,00,000
Cost of good sold	2,40,000
Gross profit	160,000
General and administrative expenses	40,000
Depreciation expenses	80,000
Loss on sale of plant assets	10,000
Total expenses and losses	13,000
Income before interest and taxes	30,000
Interest expenses	15,000
Income before taxes	15,000
Income tax expenses	5,000
Net income	10,000

Balance Sheet As on June 30

Assets	2024	2023
Cash	Rs 25,000	40,000
Account receivable	80,000	69,000
Inventory	75,000	50,000
Prepaid rent	2,000	18,000

Total current Assets	1,82,000	1,77,000
Land	60,000	1,50,000
Plant and equipment	5,75,000	5,00,000
Accumulated Depreciation	(3,10,000)	(2,50,000)
Total long-term assets	3,25,000	4,00,000
Total assets	5,07,000	5,77,000
Liabilities		
Account payable	1,45,000	1,40,000
Other accrued liabilities	50,000	45,000
Income tax payable	5,000	15,000
Total current liability	2,00,000	2,00,000
Long term bank loan payable	75,000	1,50,000
Common stock	1,00,000	1,00,000
Retained Earnings	1,32,000	127,000
Total stock holders' equity	2,32,000	2,27,000
Total liabilities and stock holders' equity	5,07,000	5,77,000

Additional information:

- i. Dividend of Rs 5,000 were declared and paid during the year.
- ii. New plant asset was purchased for Rs 1,25,000 in cash during the year.
- iii. Land was sold for cash at its book value.
- iv. Plant asset were sold during for Rs 20,000 in cash.
- v. The original cost of the assets sold was Rs 50,000, and their book value was Rs 30,000.
- vi. A portion of the bank loan was repaid.

Required:

- a. Prepare a statement of cash flow for 2024 using the direct method in the operating activities section. [15]
- b. Why the hospitality industry should focus on preparing cash flow statement? Discuss. [5]

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. Illustrate the meaning of hospitality marketing.
2. How does service differ from product?
3. Briefly explain the term "Product Positioning".
4. How does a Micro Environment differ from Macro Environment?
5. Differentiate between primary research and secondary research.
6. What is market segmentation?
7. What does SMART stand for in setting objectives?
8. Define the term lodging.
9. What is "Personal Sales"?
10. What is Internal Marketing?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Discuss the concept of consumer behavior in hospitality marketing. Explain the steps in the consumer buying process and factors influencing consumer behavior with suitable examples from the Nepalese context.
12. If you are a Marketing Manager of a Hotel, how would Macro External Environmental Factors affect your business?
13. What is marketing research? Describe the steps involved in the Marketing Research Process. Illustrate each step with an example relevant to a hospitality business in Nepal.
14. Define marketing plan. Explain the requirements for an effective marketing plan.
15. What is your understanding on Hospitality Distribution System and its need for Travel Lodging?
16. What is internal merchandising? Describe the main areas and importance of internal merchandising in the hospitality industry with examples.
17. What are telephone sales? Explain the basic etiquettes of telephone calls and how it is beneficial for the hospitality business? [2+4+4]

Section “C”
Case Analysis

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

The Royal Kathmandu Hotel, a five-star establishment in the heart of Nepal’s capital, once stood as a symbol of luxury. However, times changed. Despite its prestigious status, the hotel began losing its charm as newer, trendier competitors entered the market. With a dated image and shrinking customer base, the management team realized a bold transformation was necessary.

Determined to breathe new life into the brand, the team took strategic steps to reposition the hotel. First, they focused on creating a new brand identity. Wanting to reflect both elegance and modernity, they introduced a fresh color palette, a sleek new logo, and adopted the slogan “Timeless Elegance.” This phrase was carefully chosen to connect the hotel’s rich history with present-day luxury.

Next, the team shifted their target market strategy. Initially catering mostly to foreign tourists, they began focusing on affluent local clientele—especially high-net-worth individuals (HNWIs). Special weekend packages were designed for couples and corporate groups looking for a premium escape close to home. The hotel introduced new wellness programs, fine-dining experiences, and luxurious stay options tailored to this audience.

Lastly, the hotel worked on improving the guest experience. To align with the new image, they renovated key areas like the lobby, dining spaces, and poolside. These enhancements were designed not just for aesthetics but to make every guest feel valued and pampered.

Through this thoughtful rebranding, The Royal Kathmandu Hotel repositioned itself as a timeless yet contemporary retreat—appealing to both domestic and international visitors.

Questions:

- a. What major challenge did The Royal Kathmandu Hotel face before rebranding?
- b. How the slogan “Timeless Elegance” did helps in redefining the hotel’s image?
- c. Why did the hotel shift its target market to include local high-net-worth individuals?
- d. What were some physical changes made to improve the guest experience?

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Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. How can you define the meaning of hospitality marketing?
2. Outline the stages of marketing research process.
3. How can the service promise be delivered?
4. Define Yield Management.
5. "Product can be called as major actor of hospitality marketing". Explain it.
6. What is GDS?
7. What is public relations?
8. List the Dimensions of Hospitality Product.
9. Name any two points that indicate the importance of consumer behavior.
10. Define National Tourism Organization. Name its two major roles.

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. What is Service marketing? Explain the difference between tangible product and intangible service.
12. "Before formulating hospitality marketing plan, policy and strategy, observe and study the marketing environmental forces." Comparing above statement, how can you define external environmental forces explaining with PEST analysis in short.
13. "Do not plan to produce product, determine price & deliver product, firstly, try to study the consumer's needs & desires (behavior)". According to above statement, define organizational behavior with its buying process in brief.
14. List out Hospitality products. Justify the product differentiation and product positioning ways in hospitality marketing.
15. What is promotion mix? Explain its objectives?
16. How should a hospitality business integrate pricing decision into its broader strategic planning process, including budgeting, marketing and service delivery?
17. Define about civil aviation authority. Elucidate its organizational structure.

Section “C”
Case Analysis

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

The Nepal Tourism Board (NTB), established in 1998, serves as the official National Tourism Organization (NTO) of Nepal. It operates as a public-private partnership, aiming to develop, promote, and regulate tourism in the country. With Nepal’s economy heavily reliant on tourism—especially adventure, cultural, and eco-tourism—the NTB plays a pivotal role in shaping the nation’s tourism strategy, branding, and international outreach. One of NTB’s core functions is destination marketing. Through global campaigns like “Visit Nepal 2020” and digital promotions targeting adventure seekers, spiritual travelers, and cultural tourists, the board works to position Nepal as a unique and diverse travel destination. It also collaborates with international travel fairs, influencers, and foreign tour operators to expand Nepal’s visibility in key source markets. Domestically, NTB supports local tourism entrepreneurs, facilitates training programs, and promotes lesser-known destinations to reduce pressure on overcrowded sites like Kathmandu and Pokhara.

Beyond promotion, NTB is also responsible for policy coordination, tourism research, and crisis management. During the COVID-19 pandemic, for example, it played a central role in communicating safety protocols, supporting recovery plans, and restoring traveler confidence. It also works closely with provincial governments and private stakeholders to ensure sustainable tourism development, balancing economic growth with cultural preservation and environmental protection.

Questions:

- a. What are the key functions of a National Tourism Organization like the Nepal Tourism Board, and how do they contribute to national development?
- b. How does the NTB balance the dual goals of promoting tourism growth and ensuring sustainable, responsible travel practices?
- c. In what ways can a national tourism campaign (e.g., “Visit Nepal 2020”) influence international traveler behavior and national branding?
- d. What challenges do NTOs face in coordinating between public and private sectors, and how can these be addressed to improve tourism governance?

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Pass Marks: 45

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Section “A”

Very Short Answer Questions

Attempt all the questions. [10×2]

1. What is Accounting Cycle?
2. Elaborate the term guest credit monitoring.
3. Property Management System is required in all category of hotel. Explain.
4. Define the term forecasting and occupancy ratio.
5. Define the concept of revenue management.
6. What are different types of maintenance Explain.
7. Transportation helps to create a loyal guest. Justify.
8. Write any three advantages and disadvantages of internal recruiting.
9. What do you understand by forecasting of room availability?
10. Explain any four green practices by hotel industry as an environment management.

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Describe the duties and responsibilities of Night Auditor.
12. Define Property Management Systems (PMS) and explain the different modules use in PMS system in hotel front office.
13. What is evaluating front office operations? Write down tools to evaluate the front office operations.
14. Define revenue management. Explain about the elements of revenue management.
15. How are environment and hospitality related? Explain how hospitality industry manages environment.
16. Identify the importance of a security and maintenance for guest and employees in hotel industry.
17. Describe the importance of staff motivation and identify the need for proper staff scheduling.

Section “C”

Case Analysis

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

You are the new Executive front office manager of Hotel Tulip. Within the first week you find that you are receiving no cooperation from employees. You discover that two long-standing and much respected front office supervisors in the hotel were vying for the position. Employees are not meeting productivity standards. You check the General Manager why they were not selected for the post. He claims that while one supervisor was capable, she lacked modern vision. The other supervisor incited employees against the management and had the power to disrupt work if confronted. The hotel has no union.

Questions:

- a. What would you do for staffing strategy?
- b. What steps will you take to lead and motivate this team?
- c. Would you upgrade the staff? Why or why not?
- d. Discuss the disadvantages of external recruiting.

POKHARA UNIVERSITY

Level: Bachelor

Semester: Spring

Year: 2025

Programme: BHM

Full Marks: 100

Course: Room Division Management II (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 do you understand by front office accounting?
2. Explain cross referencing and daily transcript.
3. What do you understand by forecasting?
4. What is flexible manning? Write importance of flexible manning.
5. Why budgeting is important in front office?
6. Explain any two types of hotel maintenance.
7. What is security system? Describe its purpose.
8. Explain the relationship between hotel and environment?
9. Define Recruiting? Write its types.
10. How do you manage transportation requirement in the hotel?

Section “B”

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Briefly explain the night auditing process with the help of figure.
12. Define room rate and what are the methods of establishing room rates?
13. Describe the concept of Revenue management? Explain its key success.
14. Define maintenance management. What are the objectives of maintenance?
15. Why is the safety and security of guests and employees a major concern in any organization? Also, explain the management's role in security.
16. What are the different types of environment management system used by the hotel?
17. Distinguish between job description and Specification. What are the different tools of staff motivation?

Section “C”
Case Analysis

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

Each question carries five Marks.

Raghu is a receptionist in Hotel Shalom. One day a guest arrives at the front desk and enquires about the availability of a room for three nights. There are fifteen rooms available for required duration. However, while talking with the guest, Raghu notices that the guest is heavily drunk though he is behaving decently.

Raghu also faces the similar kind of situation the next day. A walk-in guest requests for a room for a ten-day stay. Raghu checks and

finds that he could get a room. However, while processing the request of the guest, the receptionist finds the guest is blacklisted in the hotel. The receptionist also knows that it is a slack period for hotel and most of the hotel rooms are vacant.

Raghu being the receptionist had to handle lot of complaints regarding hotel service. One day the guest was very much annoyed with the air condition system available in his room. He called to the reception and started shouting at the receptionist and registered his complain in the reception. Raghu was speechless regarding the reaction of the guest and did not say a word in reply which turned out to be a negative impression towards the guest.

Questions:

- a. Should Raghu register the drunk guest for the requested duration? Why or why not?
- b. Should Raghu accept or reject the black listed guest reservation? Why or why not?
- c. What should have Raghu done to calm down the angry guest?
- d. Front office Being a First Impression of Guest, how would you Suggest to handle the Drunk guest in Hotel Shalom?