

AMBITION ACADEMY

MODEL QUESTION HOTEL MANAGEMENT

Level: XI
Time: 3:00 hrs.

Set: A

Full Marks: 75

Candidates are requested to give their answer in their own word as far as practicable.

Group 'A'

(Objective Answer Question)

1. Choose the correct answer : **(5X1=5)**

- a. The term SB denotes
- | | |
|---------------------|------------------|
| i. Simple breakfast | ii. Special bed |
| iii. Scanty baggage | iv. All of above |
- b. An attendant who receives in house guest's laundry and delivers them
- | | |
|--------------|--------------|
| i. valet | ii. Houseman |
| iii. Captain | iv. Butler |
- c. Front office is also known as
- | | |
|-------------------|------------------|
| i. City center | ii. Backbone |
| iii. Nerve center | iv. All of above |
- d. A food warmer used in buffet service for displaying food is termed as
- | | |
|-------------------|-------------------|
| i. coaster | ii. Tilt pan |
| iii. Side station | iv. Chaffing dish |
- e. Senior captain is also known as
- | | |
|---------------------|--------------------|
| i. Outlet manager | ii. Maître d hotel |
| iii. Commis de Rang | iv. Chef de Rang |

2. Write 'T' for True 'F' for False for the following statement: **(5X1=5)**

- a. Marco polo is the father of travel agent.
- b. Walk ins are the guest without prior reservation of hotel.
- c. Waiter is also known as steward.
- d. Bell boy is also known as uniformed service staff.
- e. Elevator and lift are public areas of hotel.

3. Match the following: **(5X1=5)**

- | | |
|-------------|--------------|
| a. Banquet | () Hint leg |
| b. Mini bar | () Buffet |
| c. Damask | () Kitchen |

- d. Grade manger () Guest room
- e. Ham () Linen

Group 'B'
(Short Answer Question)

4. **Attempt any SIX questions:** (6X5=30)
- a. Define Reservation. Explain the types of reservation.
 - b. What is tourism? Explain the components of tourism.
 - c. How would you maintain security through key and information?
 - d. Define catering. Differentiate between primary and secondary catering.
 - e. Define outlet. What are the food and beverage service outlet found in Nepal?
 - f. How would you maintain the personal hygiene while working in kitchen?
 - g. What do you understand by room key? Explain the types of room key use in hotel industry.

Group 'C'
(Long Answer Question)

5. **Attempt any THREE questions:** (3X10=30)
- a. Explain the various department of hotel.
 - b. Define hotel. Explain the types of hotel on the basis of location and enlist the name of five star hotel of Nepal.
 - c. Prepare an organization chart of kitchen and explain the duties of Chef de cuisine and commis I, II, III.
 - d. Draw organization chart of Front Office Department and explain the various section of Front Office Department.

****ALL THE BEST****

MODEL QUESTION
HOTEL MANAGEMENT

Level: XI

Set: B
Full Marks: 75

Time: 3 hrs.

Candidates are requested to give their answer in their own word as far as practicable.

Group 'A'
(Objective Answer Question)

1. Fill in the blanks :

[5X1=5]

- a. Fish knife and fork is used for _____. (Dessert/Appetizer)
- b. Serviette is also called _____. (Napkin/Cruet set)
- c. A la carte is a _____ Menu. (Fixed/Choice)
- d. Room report is prepared on _____ Basis. (Daily/Weekly)
- e. Head waiter is also known as _____. (Chef de Rang/Maître d hotel)

(5X1=5)

2. Write 'T' for True 'F' for False for the following statement:

(5X1=5)

- f. Marco polo is a father of travel agency.
- g. Lamp is the flesh of sheep after one year aged.
- h. Mise en scene is to "put in place".
- i. Walk in are the guest without prior reservation of hotel room.
- j. The rate applicable for Child below 12 years is known as crib rate.

3. Match the following:

(5X1=5)

- | | |
|-------------------|------------------|
| f. Legume | () Skipper |
| g. Scanty Baggage | () Vegetable |
| h. Reserve | () Soup |
| i. Potage | () Bill of fair |
| j. Menu | () Block |

Group 'B'
(Short Answer Question)

4. Attempt any SIX questions:

(6X5=30)

- h. Define kitchen. Explain the types of kitchen.
- i. Define housekeeping. Explain the function of H/K control desk.
- j. How would you handle drunk guest?

- k. Define outlet. Explain the different types of outlet of hotel.
- l. Explain the commercial catering establishment.
- m. Explain the various types of linen used in food and beverage service department.
- n. Enlist the various types of room rate and explain.

Group 'C'
(Long Answer Question)

5. Attempt any THREE questions:

(3X10=30)

- e. Define hotel. Explain the types of hotel on the basis of location.
- f. Define the types of room and explain its types.
- g. Enlist the 10/10 herbs and spices used in your kitchen.
- h. Enlist the various types of Chinaware, Glassware and silverware used in food and beverage service.

****ALL THE BEST****