

DAISY ENGLISH BOARDING SECONDARY SCHOOL

Khairahani-8, Parsa, Chitwan

SELF EVALUATION PRACTICE SET A

Hotel Management (XI)

F.M:100

Candidates are required to give their answer in their own words as far as practicable. The figure in the margin indicates full marks.

Group A

Short Answer Questions

1. Write True or False for the following statements.

(5 x 1 = 5)

- (a) Amenities is one of the characteristics of hospitalities.
- (b) Reservation section lies in Front Desk.
- (c) Poisson is the French term of Fish.
- (d) Dummy waiter is a F and B staff.
- (e) Coffee shop is located close to lobby area.

2. Choose the correct answer.

(5 x 1 = 5)

- (a) Cabana is a type of
- (i) Flatware (ii) Chinaware (iii) Hollo ware (iv) None
- (b) Lobby is also termed as
- (i) Concierge (ii) Facsimile (iii) Foyer (iv) None
- (c) A cloak room attendant work in the:
- (i) Guest bedroom (ii) Public area toilet (iii) Guest bathroom (iv) Laundry
- (d) Full plate, side plate and tea saucers are called
- (i) Chinaware (ii) Hollowware (iii) Glassware (iv) Flatware
- (e) Yeast is a type of
- (i) Clarifying agent (ii) Raising agent (iii) Thickening agent (iv) None

3. Match the followings.

(5 x 1 = 5)

- | | | |
|------------------------|-----|-------------|
| Adventure Traveler | () | Protein |
| Institutional catering | () | sky kitchen |
| Food and Beverage | () | Banquet |
| Air catering | () | YMCA |
| Amino Acid | () | Sun hist |

Group B

Short Answer questions (ANY SIX):

(6 x 5 = 30)

4. Differentiate between company operated and indenture operated catering.
5. What are the main functions of HK control desk? Explain.
6. What is central kitchen? Explain its sub sections.
7. Why is Front Office known as 'Nerve Centre', 'Window Showcase' and 'Image Builder'?
8. Define basic hygiene and explain the personal hygiene.
9. Define hospitality and explain its characteristics.
10. Define restaurant and its type.
11. What is the meaning of amenities in tourism? Explain providing some example.

Group C

Long Answer Questions (ANY THREE):

(3 x 10 = 30)

12. What are the essential attributes of front office personnel? Explain.
13. Define kitchen. Briefly explain the type of kitchen in a large hotel.
14. Explain the evolution of tourism.
15. Explain the formation of various keys. Used in the hotel and its control procedures.

THE END

SELF EVALUATION PRACTICE SET B

Hotel Management (XI)

F.M:100

Candidates are required to give their answer in their own words as far as practicable. The figure in the margin indicates full marks.

Group A

Short Answer Questions

1. Write True or False for the following statements.

(5 x 1 = 5)

- a. Mise en scene means put in place. _____
- b. Julienne and Paysanne are types of pasta. _____
- c. Egg albumen refers the yellow part of an egg. _____
- d. Studio room is attached with swimming pool. _____
- e. Fork is referred as cutlery. _____

2. Choose the correct answer.

(5 x 1 = 5)

a. Which one is not a chain hotel

- | | | | |
|-------------------------|---------------------|-------------------|--------------------------|
| i. Soaltee Crowne Plaza | iii. Radisson hotel | ii. Hyatt Regency | iv. Hotel Del' Annapurna |
|-------------------------|---------------------|-------------------|--------------------------|

b. The modern tourism of 20 th century is called

- | | | | |
|------------------|-------------------|-------------------|--------------------|
| i. Group Tourism | iii. Mass Tourism | ii. Proto Tourism | iv. Modern Tourism |
|------------------|-------------------|-------------------|--------------------|

c. Who is regarded as the king of all chefs

- | | | | |
|----------------|------------------|-----------------------|----------------|
| i. Thomas cook | iii. Ceaser Ritz | ii. Auguste Escoffier | iv. M.S Oberoi |
|----------------|------------------|-----------------------|----------------|

d. Safe deposit box is handled and controlled by

- | | | | |
|-------------------------|------------------------|---------------|------------------|
| i. Front Office Cashier | iii. Reservation Clerk | ii. Bell boys | iv. Housekeeping |
|-------------------------|------------------------|---------------|------------------|

e. Bidet is installed in

- | | | | |
|------------|-------------------------|--------------------|-------------|
| i. Bedroom | iii. Public area toilet | ii. Guest Bathroom | iv. Laundry |
|------------|-------------------------|--------------------|-------------|

3. Match the followings.

(5 x 1 = 5)

- | | |
|-----------------|-------------------|
| a. Wine waiter | Belly |
| b. Dummy Waiter | Hind leg |
| c. Lanai | Room with balcony |
| d. Ham | Restaurant |
| e. Bacon | Sommelier |

Group B

Short Answer questions (ANY SIX):

(6 x 5 = 30)

4. What are the methods of registration process? Explain it by the use of registration card.
5. Define front office and explain its system
6. Make an organization chart of front office department.
7. What are chain group of hotel? Explain.
8. Classify the hotels economy based on level of service.
9. Explain about cultural and ethnic tourism.
10. List down any 10 guest room supplies.

Group C

Long Answer Questions (ANY THREE):

(3 x 10 = 30)

11. What do you understand by food poisoning? Explain the various causes of food poisoning in detail.
12. What are the various departments that F&B service closely coordinates with? Explain.
13. What are the different types of equipment used in F&B production? Explain small equipment in brief.
14. Explain Bar. What are the different types of bar in a large deluxe hotel.
15. Define tourism and explain in brief leisure tourism and business tourism.

THE END