

[REF]
Whitefield International College
 Town Planning, Nayabazar, Kathmandu

ASSIGNMENT

Class: XII
 Subject: Hotel Management

F.M-100
 P.M.-40

All the students are requested to answer the question in their own language.

1) Fill in the blanks with suitable words in the space provided. (5x1=5)

- A document that authorizes its holder for accommodation as a proof of pre – payment is known as _____.
- The container for storing and transporting cleaning supplies located on top self of the room attendant's cart is called _____.
- _____ is a room status term indicating that the guest is registered to the room but the bed has not been used
- _____ means the use of sufficient water to flood over the floor surface with layer which most subsequently be swiped up by the flattened rubber or cotton head.
- The number of guest staying in a hotel on a particular night is termed as _____.

2) Write "T" for True and "F" for False for the following sentences. (5x1=5)

- All the hotel reservation is first entered into Hotel dairy. ()
- Evening Turn Down Service is usually done before 12.00 Noon. ()
- Rate applicable to children below five years of age is called Tariff Rate. ()
- Room Attendants are also known as Chambre Maid whose main responsibilities are to clean the guest rooms. ()
- Front Office Reception Section controls the Safety Deposit Boxes to store valuable articles of the guests, like Passport, Documents, etc. ()

3) Circle the odd one out: (5x1=5)

- | | | | |
|-----------------|---------------|-----------------|------------------|
| a) i) Duplex | ii) Single | iii) Cabana | iv) Double Suite |
| b) i) Bed sheet | ii) Moulton | iii) Bath Towel | iv) Night Spread |
| c) i) Cash | ii) Reception | iii) Telephone | iv) Bell Desk |
| d) i) Occupied | ii) Departure | iii) Vacant | iv) Spring |
| e) i) Trainee | ii) Captain | v) Hostess | iv) Waiter |

4) Write the full form of : (5x1=5)

- DNCO
- FIT
- CCTV
- PABX
- ISTD

5) Define. (5x2=10)

- Flower Arrangement
- Out of Order
- Visitor's Tabular Ledger
- Departure Room
- Hotel Diary

6) Short Notes. (Attempt Any Three Only) (5x3=15)

- Bath Room Cleaning Procedure
- Make a neat specimen of Wake Up Call Sheet
- Differentiate between Walk In & No Show
- Types of Room Rate

7) Long Question Answer. (Attempt Any three Only) (10x3=30)

- Explain in brief, the steps used in while preparing a Guest Bed using Three Bed Sheets in a Five Star Hotel. (10)
- Write a letter of Confirmation to Mr. Prabhat Shrestha, Tour Manager of Silk Route Travel & Tour, Kathmandu, Nepal for his clients to Hotel Hyatt Regency, Pattaya, Bangkok for 3 Triple Suite, 4 Double Deluxe and 3 Single Suites for 3 nights effective from 13th May 2015 on 2 MAP & 1 BB. (10)
- Define Reservation. Explain in brief, the types of Reservation and Procedure of Room Reservation. (2+3+5=10)
- Make a neat Specimen of Conventional Booking Chart of Hotel Hyatt Regency, Pattaya, Bangkok and fill in the reservation as required from the information provided showing 20 rooms in two floors: (5+5=10)

S. No.	Name of Guest	No. of Nts	D.O.A.	Room Types	Room Rate
1	Mr. Josheph Ryan	3	11 th May 2015	2 Single	\$ 100
2	Air New Zealand	2	19 th & 26 th May 2015	2 Twin + 3 Double	\$ 120 \$130
3	Mrs. Jeniffer Lawson	5	23 rd May 2015	1 Single	\$ 100
4	Skyways Travel & Tours	4	2 nd May 2015	3 Triple + 2 Double	\$ 175 \$ 125
5	Lufthansa Air	1	6 th May + 12 th May + 18 th May & 24 th May 2015	2 Single + 3 Twin + 1 Triple	\$ 100 \$ 120 \$ 175

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- A. Objective Question Answer. 3x5=15
1. Write 'T' for true and 'f' for false for the following sentences. 1x5=5
- The full form of PBX is Public Booth Exchange. ()
 - Discrepancy is the term that means the guest is getting discount in F&B services. ()
 - Scrubbing is a cleaning method that is done on a daily basis while cleaning a bathroom. ()
 - The purpose of reservation is to maximize occupancy at all times. ()
 - A wake up call sheet is prepared and maintained daily by the Front Office Manager. ()
2. Fill in the blanks with suitable words in the space provided. 1x5=5
- A person who handles the errand card is known as _____
 - Brass is an alloy of _____ & _____
 - Crescent, oval, symmetrical are the types of _____
 - Swimming pool, shopping arcade, banquet hall & lobby is cleaned by _____
 - _____ is the act of making an agreement between the hotel and guest.
3. Match the following phrases with the appropriate word in the space provided 1x5=5
- Red () Richness & Luxury
 - Orange () Serenity & Peace
 - Blue () Purity & Delicateness
 - White () Courage & Hope
 - Magenta () Love & Bravery
- B. Short notes 5x6=30
- Write in Brief about Density Booking Chart.
 - Write in Brief about the procedures for posting Visitor's Ledger Tabular.
 - Explain Tariff and required features.
 - Define Flower Arrangement & Material required during Floral Art.
 - Difference between EPBX & PABX.
 - Types of Meal Plan Offered in a hotel.
 - Bed Making Procedure with 3 bed sheets.
 - Difference between Guaranteed Reservation & Non – Guaranteed Reservation.
- C. Long question Answer 10x3=30
- Write a letter of confirmation for 7 Pax. On AP for 3 nights from 17th September 2018 for 2 Double Suites, 1 Single suite and 1 Twin Deluxe Suite.

- 2) From the table given, make a neat specimen of Conventional Booking Chart and fill in the reservation of Hotel Big Bell, Mauritius.10

S. No.	Booking Details	DOA	No. of Nts.	Plan	Rate	Type	Pax
1.	Honda Company	2/2/2015	4 Nts	CP	\$110	1 Dbl	2
2.	Mr. Christopher	12/2/2015	8 days	MA	\$ 140	1 Suite	1
3.	Mrs. Jennifer	19/2/2015	3 Nts	AP	\$160	2 Suite	4
4.	AIR Atlantic	25/2/2015	2 days	BB	\$100 / \$ 120	1 Sgl 3 twin	7
5	Virgin Airlines	25/2/2015	3 days	BB	\$135 / \$ 110 / 100	1 Suite, 3 Dbl, 2 Sgl	9

- 3) Explain step by step procedure of Bathroom Cleaning & Vacant Room Cleaning. 5+5=10
- 4) What is the meaning of Room Rate? Explain various types of room rate offered in a hotel. 3+7
- OR
- Explain telephone operation and types of calls handled by a Telephone Operator. 3+7

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Part – A

Objective question answers (attempt all) 5x3=15

1. **Write "T" for True and "F" for False for the following sentences. 1x5=5**

- Hotel diary is a control tool that records all the information's of room booking by F&B Director. ()
- The purpose of reservation is to maximize the sales of Food and Beverage. ()
- GIT means Global Interest Tax. ()
- A person who handles the errand card is called Bell Captain. ()
- The full form of PBX is Public Booth Exchange. ()

2. **Fill in the blanks with suitable correct answers. 1x5=5**

- _____ must include all the information's regarding hotel's facilities and services to the guest. **(Tariff / Menu / Itinerary)**
- Guest history card is maintained by _____ section. **(Cash / Information / Telephone Operator)**
- A small meeting between the management and the staffs which is conducted prior to starting the work shift for effective communication is termed as _____. **(Handover / Briefing / De - briefing)**
- A document that authorizes its holder for the accommodation as a proof of pre - payment is known as _____. **(Receipt / Voucher / Bank draft)**
- The number of guest staying in a hotel on a particular night is termed as _____. **(House count / House pound / House maid)**

3. **Match the following with suitable option. 1x5=5**

- | | | |
|-------------|-----|----------------|
| a. Log Book | () | Scanty Baggage |
| b. Mini Bar | () | Chance Guest |
| c. FIT | () | H/K Attendant |
| d. Paging | () | Bell Boy |
| e. Skipper | () | Reception |

Part – B

Short Question Answer (Attempt All) 5x6=30

- Make a neat specimen of Conventional Booking chart of room reservation.
- Difference between guaranteed & non-guaranteed reservation.

Mr. ALESSANDRO PEDRO BANCHELLI

- Make a neat specimen of Wake Up Call Sheet with all the details required.
- Differentiate between Walk - In and No Show.
- Write the attributes of Telephone Operator.
- Explain in brief, the modes of payment.

Part – C

Long Question Answers (Attempt all) 10x3=30

10. Write a letter of reservation inquiry for 2 single deluxe rooms and 3 double deluxe suites for 8 pax on 3MAP and 3AP for 6 nights from 14th Feb 2019. **10**

11. Make a neat specimen of Visitor's Tabular Ledger & fill in the following expenses details as and when required to calculate the guest ledger:

Hotel name: **Hotel Radisson Blu, Johannesburg, South Africa**

Name of guest: **Mr. ALESSANDRO PEDRO BANCHELLI**

Room Number: # 806

Room Type: Single Deluxe Suite

Number of nights: 3

Room rate: \$ 200

Nationality: Italian

Date of Arrival: 28/12/2019

Date of Departure: 31/12/2019

Room plan: MAP

No. Of guest: 1

Guest Folio No: 2019X806

Other Expenses Details :

5+5

Particular Date	Breakfast	Lunch	Dinner	Room Service	Laundry	Mini Bar	Miscellaneous Expenses
28.12.2019	Bill Number 000171 - \$ 10	Bill Number 00611 - \$ 15	Bill Number 00726 - \$ 20	Bill Number 91001 - \$ 100	Bill Number 60019 - \$ 35	Bill Number 1259 - \$ 40	Sightseeing Charge Bill Number 81001 - \$ 80
29.12.2019	Bill Number 000218 - \$ 10	-	00729 - \$ 20	Bill Number 91029 - \$ 130	-	Bill Number 1271 - \$ 80	Sightseeing Charge & Guide Charge Bill Number 81015 - \$ 140
30.12.2019	-	Bill Number 00637 - \$ 15	-	Bill Number 91078 - \$ 210	Bill Number 60031 - \$ 55	Bill Number 1326 - \$ 65	Business Centre Bill Number 48099 - \$ 175
31.12.2019	Bill Number 000314 - \$ 10	-	-	-	-	Bill Number 1388 - \$ 30	-

12. Explain in brief, the procedure of reservation.

10

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Objective Questions

Group "A"

1. Tick the correct answer 5×1= 5
 - a) The concept of fast food was first introduced in :
 - i.) The USA
 - ii) Japan
 - iii) The UK
 - iv) India
 - b) Silver service should be done from:
 - i) Left hand side of the guest
 - ii) Right hand side of the guest
 - iii) Back side of the guest
 - iv) None
 - c) Room attendants handle:
 - i) Grand Master Key
 - ii) Master Key
 - iii) Emergency Key
 - iv) Floor pass key
 - d) The food and beverage order are appropriately taken by:
 - i. Busy boy
 - ii. Waiter
 - iii. Captain
 - iv. Apprentice
 - e) 'Manson' polish is used to polish:
 - i. Wood
 - ii. Silver
 - iii. Brass
 - iv. Glass
- 2 Write True and False for the following statement. 5×1= 5
 - a. No-show is the guest who does not show his/her passport.
 - b. A guest folio is opened before guest arrival.
 - c. Service spoon and fork should be used to transfer food during silver service.
 - d. Hors d' oeuvre is soup in English.
 - e. Buffet service is also known as counter service.
- 3 Fill in the blanks. 5×1= 5
 - a. A room that is not available for sale due to repair and maintenance is referred to.....(OOO/Force Majeure)
 - b. Voucher are special document in printed form issued by..... stating required services to be provided by the hotel. (Travel Agencies/Bank)
 - c. Gueridon is type ofservice(Trolley/Table)
 - d. A thick cotton cloth which is put on the surface of the table is called..... (Moulton/Frill)
 - e. No food is served in the..... (Potage/Sorbet)

Short Ans. Questions

Group "B"

Attempt any six questions

$$6 \times 5 = 30$$

- 4 Define mise-en-place and explain the various tasks carried in it.
- 5 Define menu and explain its types.
- 6 What is briefing? Write down its importance.
- 7 Explain front office and modes of payment.
- 8 Explain various modes of reservation by giving examples.
- 9 Define cleaning and explain principles of cleaning surface.
- 10 Define sideboard and explain its function.

Long Answer Questions

Group "C"

Attempt any three

$$3 \times 10 = 30$$

- 11 Explain the types of food and beverage service.
- 12 What are the procedures must be undertaken while cleaning guest bed room?
- 13 Explain the food and beverage service sequence in dining.
- 14 Explain the following
 - i De-briefing
 - ii Turndown service
 - iii Spring Cleaning

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- | Objective Questions | Group "A" | |
|---|------------------------|-------|
| 1. Match the following. | | 1x5=5 |
| a. zero-rate | () price structure | |
| b. Force majeure | () Copper & zinc | |
| c. Tariff | () Complimentary rate | |
| d. Non-woven | () Unavoidable | |
| e. Brass | () Carpet | |
| 2. Write 'T' for true and 'F' for false statement. | | 1x5=5 |
| a. Hostel diary is also known as booking diary. _____ | | |
| b. Over booking is normally practice in larger hotels. _____ | | |
| c. Spring cleaning is done on daily basis. _____ | | |
| d. Florist deals with various floors. _____ | | |
| e. In 5-star hotel, beds are made using three bed sheets. _____ | | |
| 3. Tick the correct answer. | | 1x5=5 |
| a) Brass is an alloy of | | |
| i) Copper & zinc | ii) Copper & Iron | |
| iii) Steel & Copper | iv) None of above | |
| b) 'Bidef' is intalled within | | |
| i) Bedroom | ii) Kitchen | |
| iii) Bathroom | iv) Laundry | |
| c) Front office is also known as _____ of hotel. | | |
| i) City centre | ii) Nerve centre | |
| iii) Back bone | iv) All of above | |
| d) A call made of awaken guest is | | |
| i) Holding call | ii) Wake-up call | |
| iii) Transfer call | iv) All of above | |
| e) Reservation is affected by _____. | | |
| i) Nu-show | ii) Over booking | |
| iii) Cancellation | iv) All of above | |

Short Ans. Questions Group "B"

Attempt any six questions 5x6= 30

- Define reservation. List the purpose of reservation.
- Explain the various types of room tariff.
- What are the different types of cleaning methods? Explain them.

- Define floor & explain its types.
- Write the step by step procedure of attending vacant room.
- Differentiate between guaranteed reservation & non guaranteed reservation.
- What are the modes of payment? Explain them.
- What are the various factors affecting reservation. Explain them.

Long Answer Questions

Group "C"

Attempt any three 3x10= 30

- Define reservation. What are the various process/procedure of reservation. Illustrate it with help of flow chart. 1+7+2
- What are the various steps involved in making bed with 3-bed sheets of 5-star hotel? Explain the steps in sequence. 10
- Describe the parts of a letter procedures as per standard of front office correspondence. 10
- Draw the flow chart of cleaning equipment & explain any five cleaning equipments with its uses. 3+7

"The End"