

**BHM 1st Semeter Model Question Paper**

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**TRIBHUVAN UNIVERSITY**  
**FACULTY OF MANAGEMENT**

**Office of the Dean**

**2015**

Candidates are required to give their answers in their own words as far as practicable. Attempt ALL questions

**Group "A" Brief Answer Questions: [10 x 1 =10]**

1. Mention the types of catering establishment.
2. Enlist the types of hotel on the basis of location.
3. Define outlets and mention any four outlets.
4. Enlist any two importance of F&B service department in a hotel.
5. Enlist any five glass wares used in F&B outlet.
6. Enlist any five cutleries used in F&B outlet.
7. Define term a la carte.
8. State about ancillary departments of food and beverage service?
9. Enlist four practices for maintaining hygiene.
10. Mention various furniture used in restaurant.

**Group "B" Short Answer Questions: [6 x 5 =30]**

11. Enlist the sequential steps and points to be followed while laying covers on the table.
12. Make a list of basic etiquettes required for F&B service personnel.
13. Explain the Duties and responsibilities of a Restaurant manager.
14. Why is grooming and personal hygiene important for food and beverage personnel? How it can be maintained.
15. Define Briefing. What are the various instructions given during briefing? Explain.
16. Define restaurant dining? Explain various methods of service carried out in restaurant dining.

**Group "C" Comprehensive Answer Questions: [2 x 10 =20]**

17. Compile a three-course continental Table d'hôte menu in French, write down its explanation in English and make a neat cover layout for the same.
18. Make a neat organization chart of food and beverage service department of a large hotel and prepare a detailed job description of a Waiter.

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**Group "A" Brief Answer Questions: [10 × 1 = 10]**

1. State any three cuts of vegetable with their uses.
2. Write chinois and its uses.
3. Write pane and its process.
4. Write roux and its uses.
5. Write yeast and its uses.
6. What is cream soup?
7. Write bouquet garni and its uses.
8. What is cordon bleu?
9. What is brown stock?
10. What is vinaigrette?

**Group "B" Short Answer Questions: [6 × 5 = 30]**

11. Explain the possible reasons for fault in bread dough.
12. Make the list of 10 large kitchen equipment and illustrate their uses.
13. Classify the mother sauces and explain their importance.
14. Draw the classical organization chart of kitchen brigade and mention job responsibilities of an Executive Chef.
15. "Poor hygiene in food service outlet cost is very high". Justify.
16. Discuss on Greek culinary history.

**Group "C" Comprehensive Answer Questions: [2 × 10 = 20]**

17. "Moist heat methods of cooking make the foods palatable and digestible". Justify with the help of heat applications and their suitable ingredients.
18. List and explain the various types of pastes. Write the recipe and method of short crust paste.

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**Attempt ALL questions Group "A" Brief Answer Questions: [10 x 1 = 10]**

1. Write any four duties of houseman.
2. List any four types of room facilitated to the hotel guest.
3. Write any four rules that need to be followed while working in the floor?
4. What kind of brush can be used to clean the upholstery furniture and carpet?
5. Give the meaning of Evening Service.
6. Mention the uses of mansion polish and brasso.
7. What does DND, SL, VD and SR stand for?
8. List down the four principles of cleaning.
9. Name the equipment's required for scrubbing.
10. List the different types of floor.

**Group "B" Short Answer Questions: [6 x 5 = 30]**

11. Explain the role of housekeeping department in the hotel.
12. Write the procedure for shampooing with its equipment.
13. Explain the different types of keys found in the hotel.
14. Draw the layout of housekeeping department.
15. How do you handle the following situations:
  - a. Sick Guest
  - b. Fire
16. Classify cleaning equipments and mention the selection criteria for these equipment's.

**Group "C" Comprehensive Answer Questions: [2 x 10 = 20]**

17. Explain the files and register maintained by Desk Control.
18. Draw the chart of housekeeping department of a large hotel and write the duties and responsibilities of an executive housekeeper.

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**Attempt ALL questions Group "A" Brief Answer Questions: [10 x 1 =10]**

1. List the types of motivation.
2. Mention the process of control with diagram.
3. Give the meaning of TQM.
4. What are the forces of organizational change?
5. Write the types of managers.
6. List any four characteristics of contingency theory.
7. Show the decision making process with diagram.
8. Define Authority & Responsibility.
9. Draw the diagram of live organization structure.
10. Write any four importance of staffing.

**Group "B" Short Answer Questions: [6 × 5 = 30]**

11. What is Management? Why Management functions are important for the business organizations? Explain.
12. Explain control system with diagram.
13. What is Scientific Management? Explain the contributions of F.W. Taylor.
14. What is planning? Describe the tools of planning.
15. Define organizing. Explain the organizing process.
16. Why communication is necessary in the organization? Explain the different types of communication.

**Group "C" Comprehensive Answer Questions: [2 × 10 = 20]**

17. "Managers in any organization have to perform different function depending on the situation". In lights of this statement, explain the roles of Managers as developed by Mintzberg.
18. Discuss different qualities of leadership with suitable examples.

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