

Sub.Code : 4401'A'

**NEB - GRADE XII
2082 (2025)**

Hotel Management

(For regular and partial students whose first two digits of registration number starts from 78, 79, 80 and 81)

Candidates are required to give their answers in their own words as far as practicable. The figures in the margin indicate full marks.

Time: 2 hrs.

Full Marks: 50

Attempt all questions

Group 'A'

Very short answer questions.

[9×1=9]

1. How would you provide effective security through key handling ? State any two points.
2. What is occupancy ratio ?
3. Where are 'faucet' and 'cistern' installed in a guestroom ?
4. Write the composition of roux.
5. Which part of egg is used in the preparation of 'Hollandaise' sauce ?
6. Mention any two dishes with examples of garnish.
7. Write the full form of MC involved in an event.
8. Enlist any two organisational event.
9. Write the functions of minerals. (any two)

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Group 'B'

Short answers questions.

[5×5=25]

10. Explain the causes of food poisoning with brief explanation.
11. Which type of guestrooms will you provide evening turndown service ? Interpret its process. [1+4]
12. Define flower arrangement and explain its types. [1+4]

OR

Identify the methods and process of cleaning metals.

13. When did you last dine out ? Highlight the reasons for selecting the restaurant.

OR

Write the following items in order in KoT format while taking order from the guest [2+1+1+1]

a) Tea

b) Omelette

c) Juice

(Contd...)

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(2)

14. Describe the restaurant Mise en Place process.

Group 'C'

Long answer questions.

[2×8=16]

15. Define sauce. Write the recipe and method of preparing any two stock based mother sauces. **[1+3.5+3.5]**

OR

Define stock. Mention the quantity, ingredients and general method of preparing white stock and brown stock. **]1+3.5+3.5]**

16. List the modes of payment practiced in star rated hotels. Explain the procedure of taking payment from any two modes. **[2+3+3]**