

# **Hotel Management**

## **NEB Class 12**

### **Important Question with Model Question 2083**

**Chapter 1: Front Office Department**

**Chapter 2: Housekeeping Department**

**Chapter 3: Food & Beverage production**

**Chapter 4: Food & Beverage Service**

**Chapter 5: Food Science & Nutrition**

**Chapter 6: Introduction to Event**

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**Full Predicted Model Question Paper 2083 (2026) – 75 Marks  
Set**

Subject: Hotel Management  
Full Marks: 75  
Time: 3 Hours  
Attempt all questions

**Group 'A' – Very Short Answer Questions**

(10 × 1 = 10)

1. Define occupancy ratio.
2. What is guest folio?
3. Write the composition of roux.
4. Which part of egg is used in Hollandaise sauce?
5. Define balanced diet.
6. Write any two functions of minerals.
7. What is KOT?
8. Write full form of MC in event management.
9. What is turn-down service?
10. Name any two types of sandwiches.

**Group 'B' – Short Answer Questions**

(10 × 5 = 50)

**Front Office:**

1. Explain group check-in procedure in hotel.
2. List the modes of payment practiced in hotels and explain cash payment procedure.

**Housekeeping:**

1. Define flower arrangement and explain its types.
2. Explain the cleaning process of brass and stainless steel.

**Food Production:**

1. Define stock. Explain preparation of white stock.
2. Define sauce and explain any one mother sauce with recipe and method.

**Food & Beverage Service:**

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1. Describe restaurant mise en place process.
2. Write the items in proper KOT order:
  - Tea
  - Omelette
  - Juice
  - Soup
  - Fried Rice

**Event Management:**

1. Define event and explain four major types of events.

**Food Science & Nutrition:**

1. Explain causes of food poisoning with preventive measures.

## **Group 'C' – Long Answer Questions**

**(3 × 5 = 15)**

**Attempt any three**

1. Explain occupancy ratio with formula and example.
2. Define stock and differentiate between white stock and brown stock.
3. Explain the procedure of credit card payment and voucher payment in hotels.
4. Describe the complete process of evening turn-down service in guest room.
5. Explain French classical menu with 11 courses.



## CHAPTER 1: HOTEL INDUSTRY (FRONT OFFICE)

### 1.1 Check-in / Check-out Procedure

#### Most Repeated:

1. Explain normal check-in procedure.
2. Explain group check-in procedure.
3. Explain normal check-out procedure.
4. Explain group check-out procedure.

#### Very Important:

1. Difference between normal and group check-in.
2. Steps before allotting room to guest.

### 1.2 Front Office Accounting

#### Guaranteed Repeated:

1. Define occupancy ratio with formula and example.
2. Explain VTL (Visitor Tabular Ledger).
3. Explain posting procedure of VTL.
4. List modes of payment in hotel.
5. Explain cash payment procedure.
6. Explain credit card payment procedure.
7. Explain voucher payment procedure.

#### One-Mark Repeated:

1. Define guest folio.
2. Define city ledger.

### 1.3 Front Office Correspondence

#### Frequently Asked:

1. Types of hotel correspondence.
2. Reservation confirmation letter format.
3. Parts of commercial letter.

## 1.4 Hotel Safety and Security

Very Repeated:

1. Security through key handling.
2. Security through room information.
3. Suspicious people identification.
4. Fire safety measures in hotel.
5. Dealing with unusual movement.

## CHAPTER 2: HOUSEKEEPING DEPARTMENT

### 2.1 Introduction to Cleaning

Important:

1. Need and importance of cleaning.
2. Classification of cleaning equipment.
3. Classification of cleaning agents.

### 2.2 Furniture

Repeated:

1. Types of furniture.
2. Cleaning procedure of furniture.

### 2.3 Metal

High Probability:

1. Cleaning process of brass.
2. Cleaning process of copper.
3. Cleaning process of stainless steel.
4. Difference between brass and copper cleaning.

### 2.4 Glass

Important:

1. Cleaning procedure of glass/windows.

### 2.5 Floor

Repeated:

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1. Types of floors.
2. Cleaning hard floor process.
3. Cleaning wooden floor process.

## 2.6 Carpet

Expected:

1. Types of carpet.
2. Carpet cleaning procedure.

## 2.7 Bed Making

Very Important:

1. Explain bed making procedure step by step.

## 2.8 Bathroom Cleaning

Frequent:

1. Bathroom cleaning process.

## 2.9 Room Cleaning

Highly Repeated:

1. Occupied room cleaning.
2. Vacant room cleaning.
3. Departure room cleaning.
4. Turn-down service process.

## 2.10 Spring Cleaning

Possible:

1. Define spring cleaning and explain.

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## 2.11 Flower Arrangement

Guaranteed Repeat:

1. Define flower arrangement.
2. Explain types of flower arrangement.
3. Uses of flowers in hotel.

## CHAPTER 3: FOOD PRODUCTION

### 3.1 Introduction to Cooking

Important:

1. Objectives of cooking food.
2. Moist heat cooking methods.
3. Dry heat cooking methods.

### 3.2 Salad

Repeated:

1. Define salad.
2. Types of salad dressing.

### 3.3 Stock

Guaranteed Long Question:

1. Define stock.
2. White stock preparation.
3. Brown stock preparation.
4. Difference between white and brown stock.

### 3.4 Soup

Repeated:

1. Define soup.
2. Classification of soups.

### 3.5 Sauce

Very High Probability:

1. Define sauce.
2. Explain mother sauces.
3. Recipe and preparation of Hollandaise sauce.
4. Importance of sauce.

### 3.6 Accompaniment

Expected:

1. Define garnish and accompaniment.
2. Difference between garnish and accompaniment.

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### 3.7 Sandwich

Important:

1. Types of sandwiches.
2. Open sandwich vs closed sandwich.

### 3.8 Breakfast

Frequently Asked:

1. Types of breakfast.
2. Continental breakfast.
3. English breakfast.
4. Types of egg preparation.

## CHAPTER 4: FOOD & BEVERAGE SERVICE

### 4.1 Menu

Most Repeated:

1. Define menu.
2. Types of menu.
3. A la carte vs table d'hôte.
4. Sequence of courses in French classical menu.

### 4.2 Preliminary Preparation

Guaranteed:

1. Explain mise en place.
2. Explain mise en scene.
3. Cover layout explanation.
4. Briefing and de-briefing.

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### 4.3 Types of Service

Very Important:

1. Restaurant dining service.
2. Buffet service.
3. Room service.
4. Gueridon service.

### 4.4 Beverage

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Frequently Asked:

1. Define beverage.
2. Classification of beverage.
3. Alcoholic vs non-alcoholic beverage.
4. Types of wines.

#### 4.5 Tobacco

Possible:

1. Types of tobacco.

#### 4.6 Food and Beverage Control

Highly Repeated:

1. Need and objectives of food control.
2. Store requisition form.
3. KOT and BOT.
4. Bill/check preparation.

### CHAPTER 5: INTRODUCTION TO EVENT

Repeated Questions:

1. Define event.
2. Importance of events.
3. Types of events.
4. Personal event.
5. Socio-cultural event.
6. Organizational event.
7. Leisure event.
8. Basic event planning steps.

### CHAPTER 6: FOOD SCIENCE & NUTRITION

#### 6.1 Elementary Nutrition

Guaranteed:

1. Define nutrients.
2. Types of nutrients.
3. Functions of minerals.

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## 6.2 Balanced Diet

Very Important:

1. Define balanced diet.
2. Importance of balanced diet.
3. Dietary guidelines.

## 6.3 Food Poisoning

Guaranteed Repeat:

1. Define food poisoning.
2. Causes of food poisoning.
3. Chemical food poisoning.
4. Bacterial food poisoning.

## 6.4 Preventive Measures

Very Expected:

1. Prevention of food poisoning.
2. Protection of food from contamination.

## TOP 20 MUST-READ BEFORE EXAM

1. Occupancy ratio
2. VTL posting
3. Payment modes
4. Group check-in
5. Flower arrangement
6. Metal cleaning
7. Turn-down service
8. Bed making
9. White stock
10. Brown stock
11. Mother sauces
12. Hollandaise sauce
13. Soup classification
14. Menu types
15. Mise en place
16. KOT/BOT
17. Buffet service
18. Event types
19. Balanced diet
20. Food poisoning causes + prevention

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