



प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्
नेपाल बनेपा पोलिटेक्निक ईन्स्टिच्यूट
पदपूर्ति उप-समिति
बनेपा, काभ्रेको

होटल व्यवस्थापन प्रशिक्षक
(होटल व्यवस्थापन उप-समूह) (अधिकृत स्तर तृतीय श्रेणी प्राविधिक) पदको
लिखित परीक्षाको पाठ्यक्रम

सेवा : प्राविधिक तथा प्रशिक्षण	प्रशिक्षण समूह : पर्यटन प्राविधिक प्रशिक्षण	उपसमूह :
पद : होटल व्यवस्थापन प्रशिक्षक	स्तर : अधिकृत स्तर तृतीय	
पाठ्यक्रमको रूपरेखा : यस पाठ्यक्रमको आधारमा निम्नानुसार दुई चरणमा परीक्षा लिइनेछ ।		
प्रथम चरण : लिखित		परीक्षा पूर्णाङ्क : १००
द्वितीय चरण : अन्तरवार्ता		पूर्णाङ्क : २५

प्रथम चरण: लिखित परीक्षा योजना

पत्र	बिषय	खण्ड	परीक्षा प्रणाली	प्रश्न संख्या	अंक भार	समय	पूर्णांक	उत्तीर्णांक
द्वितीय	सेवा सम्बन्धी प्राविधिक विषय	सेवा सम्बन्धी समूह/उपसमूहको प्राविधिक विषय	वस्तुगत बहुउत्तर (Multiple Choice)	२५	२५X२=५०	३० मिनेट	१००	४०
			बिषयगत (Subjective)	५	५X१०=५०	१ घण्टा ३० मिनेट		

द्वितीय चरण :: अन्तरवार्ता योजना

बिषय	पूर्णांक	परीक्षा प्रणाली
अन्तर्वार्ता	२५	मौखिक

होटल व्यवस्थापन प्रशिक्षक
(होटल व्यवस्थापन उप-समूह) (अधिकृत स्तर तृतीय श्रेणी प्राविधिक) पदको
लिखित परीक्षाको पाठ्यक्रम

विषय: सेवा सम्बन्धी सम्बन्धित प्राविधिक विषय

पूर्णाङ्क - १००

1. HOTEL AND RESTAURANTS

- Food knowledge
- Classification of food and beverages
- Principles of cookery
- Kitchen terms

2. TERMINOLOGIES

- French and English
- Terminologies used in restaurant, front office and housekeeping

3. MENU

- Introduction to different types of menu
- Factors influencing menu planning
- Components of menu planning
- Standard recipes
- Determining standard portion costs for menu items
- Determining overall standard food and beverage costs
- Pricing menus
- Dietary concerns related to calories, fats and cholesterol, sodium, carbohydrates, food allergies and vegetarian diets
- Evaluating menu

4. TOOLS AND EQUIPMENT

- Service equipment
- Office equipment
- Kitchen equipment
- Emergency equipment

5. PERSONAL HYGIENE & GROOMING

- What is Hygiene and grooming?

6. ORGANIZING FOOD & BEVERAGE DEPARTMENT

- Introduction
- Layout
- Organization chart
- Job description
- Qualities of F&B personnel
- Sizes and shapes of tables
- Table cloth sizes
- Organizing side board
- Restaurant setup
- Taking and recording orders

- Service rules • Service styles
- Carrying and clearing techniques of glasses, plates and bottles
- Complaints handling procedures
- Organizing functions, banquets
- Room service
- Billing procedures

7. HOUSEKEEPING DEPARTMENT

- Introduction
- Layout
- Organization chart
- Job description
- Qualities of Housekeeping personnel
- The Role of Housekeeping in Hospitality Operations
- Environmental and Energy Management
- Planning and Organizing the Housekeeping Department
- Managing Inventories
- Controlling Expenses
- Safety and Security
- Managing an On-Premises Laundry
- Importance of cleaning
- Guest Room Cleaning
- Proper use of cleaning agents
- Public Area and Other Types of Cleaning
- Ceilings, Walls, Furniture and Fixtures
- Bed, Linens and Uniforms
- Carpets and Floors
- Tubs, Toilets and Vanities
- Maids Carts • Decoration of room and other common areas
- Preparing a room report
- Control desk - Role of the control desk / Types of Registers and Files maintained • First Aid
- Fire Safety
- Evacuation in Emergency – Fire, Earthquakes, Floods and Terrorist Attack

8. Front Office

- Introduction
- Layout
- Organization chart
- Job description
- Qualities of front office personnel
- Room type and facilities
- Guest registration process
- Checkout and account settlement
- Communication and guest services
- Handle mail and messages

- Arrange room transfer
 - Safe deposits, lost and found
 - Front office accounting
 - Front office audit / revenue management
 - Telephone courtesy • Sales techniques
 - Complaint handling • Night audit
 - Abbreviation used in front office
9. Ancillary Departments (Back of house)
- Maintenance and engineering
 - Transport
 - Security

॥ समाप्त ॥