



HOTEL MANAGEMENT

Principles and Practices
GRADE XII



Gopal Singh Oli
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Kiran Pokharel



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Principles and Practices

Edition 2021

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काठमाण्डौ ।

प्रस्तुत विषयमा त्यस प्रकाशनबाट मूल्याङ्कन र स्वीकृतिका लागि तोकिएको अवधिभित्र पेस हुन आएका तपसिलबमोजिमका पाठ्यसामग्री आवश्यक निर्णयार्थ पाठ्यसामग्री व्यवस्थापन तथा मूल्याङ्कन समितिमा पेस हुँदा विद्यालय शिक्षाको राष्ट्रिय पाठ्यक्रम प्रारूप २०७६, माध्यमिक शिक्षा पाठ्यक्रम (कक्षा ११ र १२), पाठ्यसामग्री विकाससम्बन्धी विद्यमान प्रावधान, ऐन, कानून, निर्देशिका, कार्यविधि, प्रकाशन शैलीका प्रावधान, पठ्यक्रम विकास केन्द्रले विभिन्न समयमा जारी गरेका र पाठ्यसामग्री सुधार/परिमार्जन/पुनर्लेखनका लागि दिइएका सुझाव र निर्देशनको परिपालना गरी स्वीकृति दिन सिफारिस भएअनुसार यस कार्यालयको मिति २०७८/०४/२६ गतेको निर्णयानुसार तपसिलमा उल्लिखित निर्देशनको पूर्ण परिपालना गरी शैक्षिक वर्ष २०७८, २०७९ र २०८० गरी तीन शैक्षिक वर्षका लागि गुणस्तरीय एवम् त्रुटिरहित पाठ्यसामग्री विकास गरी प्रकाशन गर्न स्वीकृति प्रदान गरिएको छ । विद्यमान संबैधानिक व्यवस्था, ऐन, कानून, निर्देशिका, कार्यविधि, पाठ्यक्रम विकास केन्द्रले विभिन्न समयमा जारी गरेका निर्देशनलगायतका प्रावधानहरूको पूर्ण परिपालना नगरी गुणस्तरहीन पाठ्यसामग्रीको विकास, प्रकाशन र विक्रीवितरण गरेको पाएमा, पाठ्यक्रम परिवर्तन भएमा वा यस केन्द्रबाट अन्य निर्णय भएमा यो स्वीकृति जुनसुकै बेला रद्द हुने छ ।

तपसिल :

(क)पाठ्यसामग्रीको नाम :

१	Hotel Management	माध्यमिक तह/ कक्षा १२
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(ख) निर्देशन :

- आवरण पृष्ठको अघिल्लो (Front) भागको दायाँ (Verso) पृष्ठमा नेपालको आधिकारिक नक्सा र आवरण पृष्ठको पछिल्लो (Back) भागको दायाँ (Recto) पृष्ठमा कोभिड १९ सङ्कलन रोकथामसम्बन्धी सूचना यस केन्द्रको वेबसाइटबाट डाउनलोड गरी समावेश गर्ने । विषयवस्तुको प्रकृति र आवश्यकताका आधारमा पाठ्यसामग्री भित्रका विषयवस्तुमा समावेश गरिने नक्सा आधिकारिक र प्रामाणिक हुनुपर्ने ।
- स्वीकृति पत्र स्व्यापन गरी पाठ्यसामग्रीको शीर्षक पृष्ठभन्दा पछि दायाँ (Recto) पृष्ठमा समावेश गर्ने । पाठ्यसामग्रीको प्रत्येक पृष्ठको पुच्छर (Footer) मा पाठ्यक्रम विकास केन्द्रबाट स्वीकृत भन्ने व्यहोरा उल्लेख गरी प्रकाशन गरेको पाठ्यसामग्रीको तीन प्रति यस केन्द्रमा पेस गरेपछि मात्र विक्रीवितरण गर्ने । शिक्षा, विज्ञान तथा प्रविधि मन्त्रालयको निर्णयअनुसारको मूल्य कायम गर्ने र मूल्य सर्वाधिकार पृष्ठमा राख्नुपर्ने । प्रतिलिपि अधिकार (Copy right) को सम्बन्धमा लेखक र प्रकाशक स्वयम् जिम्मेवार हुने ।
- पाठ्यसामग्री विकाससम्बन्धी विद्यमान प्रावधान तथा पाठ्यसामग्री सुधार र परिमार्जनका लागि यस अघि दिइएका सुझाव र निर्देशनको पूर्ण परिपालना गर्ने । माध्यमिक शिक्षा पाठ्यक्रम (कक्षा ११ र १२) २०७६ का तहगत सक्षमता, कक्षागत सिकाइ उपलब्धि हासिल गर्न सहयोग पुग्नेगरी विषयवस्तुको श्रेय र क्रम, प्रयोगात्मक तथा परियोजना कार्यभन्दागतका सम्भाव्य क्रियाकलापका उदाहरण, श्रेय वा एकाग्रगत कार्यघण्टा, सिकाइ सहजीकरण विधि र प्रक्रिया, विद्यार्थी मूल्याङ्कन विधि तथा प्रक्रिया आदि समेतलाई ध्यानमा राखी पाठ्यसामग्रीलाई पूर्णरूप दिने ।
- विद्यार्थीलाई थप भार पर्ने गरी पाठ्यक्रममा समावेश नगरिएका विषयवस्तु, अभ्यास तथा सिकाइ क्रियाकलाप पाठ्यसामग्रीमा समावेश नगर्ने ।
- राष्ट्र, राष्ट्रिय एकता, सार्वभौमिकता, भौगोलिक अक्षर्यता, स्वाधीनता, राष्ट्रिय हित, पतिष्ठान, सम्मान र समृद्धिमा अघि आउने तथा विभिन्न जातजाति, भाषा, धर्म, संस्कृति, सामाजिक सहिष्णुता, सद्भाव, सांस्कृतिक मूल्यमान्यता, रहनसहन आदिमा प्रतिकूल प्रभाव पार्ने कुनै पनि विषयवस्तु, उदाहरण, चित्र, अभ्यास, सिकाइ क्रियाकलाप समावेश नगर्ने ।
- जातजाति, भाषा, धर्म, संस्कृति, वर्ण, श्रेय, लैङ्गिकता, अपाङ्गता, पेसा, व्यवसाय, सामाजिक सांस्कृतिक अवस्थाका आधारमा भावनात्मक रूपमा चोट पुऱ्याउने, आशेष लाग्ने, होच्याउने र विभेदीकरण गर्ने किसिमका विषयवस्तु, उदाहरण, चित्र, अभ्यास, सिकाइ क्रियाकलाप समावेश नगर्ने ।
- प्रत्येक एकाइ/पाठमा अभ्यासका लागि प्रश्नहरू समावेश गर्दा सरलदेखि जटिल हुनेगरी समावेश गर्ने । विभिन्न एकाइ/पाठमा अभ्यासका लागि समावेश गरिएका प्रश्नहरूको उत्तर समावेश नगर्ने । प्रश्नोत्तरको शैलीमा समावेश गरिएका अभ्यास हटाउने ।



मीनबहादुर थापा
पाठ्यक्रम अधिकृत

पुनरुच : यो स्वीकृति शैक्षिक वर्ष २०७८, २०७९ र २०८० का लागि प्रदान गरिएकाले सोहीबमोजिम प्रकाशन, विक्री वितरण र प्रयोग गर्नु गराउनहुन सम्बन्धित सरोकारवाला सवैमा अनुरोध छ ।



कोरोना भाइरस रोगबाट बच्ने उपायहरू

बैष्णवदेवस्य राष्ट्रमण्डलीने सविज्ञानस्य चो सेवेण विविधविधिं हस्त धुने वा जलपेट्टेण जलस्य सफिकारणम् प्रयोगं कर्तुं

सोपानां हातहरू कट्टा वा साबुन मुख टिस्टु पेट्टर वा सफिकारणं कर्तुं

हस्त मिलानम् वा जनसमागमं जम्बुको छुट्टा नभन्नु

विज्ञानस्य बच्नु

ज्वरो आएमा, सोकियो लागेमा वा स्वारस फेर्न माहो भएमा सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं

कोरोना भाइरस रोग (कोभिड-१९)

हस्त सफिकारणं विविधविधिं सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं । को सजिक विधिं च र सजिक विधिं सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं ।

कोभिड भाइरस स्वारस्यको सारस्य चो विधिं चो । को सजिक विधिं सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं ।

कोभिड भाइरस रोगको मुख्य लक्षणहरू:

- ज्वरो आउनु
- सोकियो लाग्नु
- स्वारस फेर्न लाग्नु

सजिक लक्षणहरू देखा परेमा सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं । सजिक रोगको सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं ।

सजिक लक्षणहरू देखा परेमा सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं ।

ज्वरो आउनु, सोकियो लाग्नु वा स्वारस फेर्न माहो भएमा सजिकको तोकिएको स्वारस्य केन्द्रमा सपार्नु कर्तुं ।

PREFACE

Hotel Management definitely has the intrinsic potential to grasp the student's interest because of its relevance to hospitality. A dire need of trained hotel professionals has always been felt in the context of Nepal. Lately, hotel management has become an admirable profession which young boys and girls are proud to join and get trained for various levels and positions. This book is, therefore, a humble attempt to give a general idea to the students, teachers and professionals involved in the sphere of hotel trade and business.

'A Text Book of Hotel Management, Part - II', new curriculum of secondary education 2076, is a new text book for basic course in hotel management enriched with practical dimensions. Our effort to come up with separate books for XI and XII is primarily based on the demand of the innumerable students, teachers and professionals; and partially, also to integrate new approaches in the subject.

The purpose of this book is to provide a sound foundation on all major departments in a hotel, especially to the students of Class XII. A rigorous attempt has been made to incorporate all the required materials in a very lucid, systematic and brief account for the benefit of those students, who are desirous to begin or have already begun their studies in hotel management. This book will also be handy to vocational training institutions and trainers engaged in acquiring and imparting knowledge in this area. It will be a good reference book to the students of BHM and DHM as well. In the meantime, it will definitely prove to be a very useful book to those who are opting to take-up hotel training as a vocational course for domestic as well as foreign employment.

As in the previous editions, we continue our commitment to provide readers with a new balanced coverage of the subject in a style to make it both highly readable and relevant. The immense feedback from users of the previous editions has greatly encouraged us to review the matters and enhance its grace in totality.

Authors

ACKNOWLEDGEMENT

At the very outset, we would like to acknowledge the help that we received from the many reviewers and well-wishers, whose feedback guided us in preparing the text of yet another revised edition. We would like to extend our heartfelt thanks and gratitude to Mr. P.B. Thapa, Mr. Tikaram Sharma (Neupane), Ms. Rina Chhetri, Mr. Suresh Basnet, Mr. Jeeten Pradhan, Mr. Rajesh K.C., Mr. Birendra Kr. Mehta, Mr. Sachin Shrestha (GATE), Mr. Jeewan Jung Rana (GATE) and Mr. Tom Raj Kunwar for their moral as well as intellectual support. We are also deeply indebted to all the writers of the source materials used for the preparation of the present text. At the same time, we would like to sincerely seek apology from those authors whose works we may have failed to acknowledge.

We would like to extend our humble and sincere thanks to Curriculum Development Centre (CDC), Sanothimi, Bhaktapur, for recommending and prescribing this book as one of the key reference books both for XI and XII in the syllabus. We are highly adorned by this honour.

We are particularly indebted to Mr. Rabindra Jung Thapa, Founder Principal, Reliance International Academy, Kathmandu, Mr. Nandu Pd. Kushwaha, Vice-Principal, Reliance International Academy, Kathmandu, Dhurba Narayan Manandhar, Founder Principal, Ashirwad College, Samakhusi, Kathmandu, Mr. Naresh Shrestha, Principal, Prime Int'l College, Nayabazar, Kathmandu, Mr. Subhas Shrestha, Principal, New Leera College, Bhatbhateni, Kathmandu, Mr. Tej Kumar Gautam, Ex-Chief Coordinator, Arunima Higher Secondary School, Kumarigal, Boudha, Kathmandu, and many other well-wishers for their moral support and encouragement.

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Last, but by no means least, there are some personal acknowledgements that we want to make. We greatly value the love and support provided by our families. Ms. Sabitri Thapa, Ms. Rina Chhetri, Ms. Sanu oli, Ma. Sabid Oli, Ma. Lakshya Chhetri and Ma. Anshuman Chhetri who have definitely missed many precious moments of their life by being patient for the last one year while we worked on this revision. In some way, we hope, the dedication of this book to them can acknowledge and offset the sacrifices they had to make.

Lastly, we would like to request all the concerned teachers, students and professionals to continue sending their valuable comments, continuous support and sincere suggestions for the improvement of this book. Your valuable comments and suggestions have always been and will be highly solicited. As in the past, the e-mail address of the author / publisher may be used to send them.

Authors

SALIENT FEATURES

Teaching and learning is an artful process of academic dimensions that imparts the knowledge, attitude and skills to the learners in order to enhance the future professions and competencies. For the empowerment of learners, the book is edited and revised in a new form by the CDC in order to enable learners/students to understand the course content for writing assignments and making presentations. So, it is advised to the students see and read overall units and topics of your text book precisely. Teachers will also find it easy and interesting in the preparation of each module for classroom teaching, exercise, and evaluation. Hence, it is specified some guidelines for the students to attain the complete knowledge of the pedagogical advantage of each chapter and topic of hotel management subject.

- **Learning Objectives:** Each chapter begins with learning objectives, identifying specifically what the students are expected to learn after completing each given chapters. The learning objectives are listed with emphasis and appropriate formatting to underscore their importance. This section highlights the headings of each topic, which creates the interest and need of learners to accelerate their study.
- **Things to Remember (TTR):** I firmly hope and believe that the addition of TTR refers to diminutive justification of the same topic in this book will certainly make reading more worthwhile. The reader will be able to grasp the essential information and knowledge in a very brief but expressive style at the end of each topic and sub-topic.
- **Home and Class Assignment:** It is a daily or periodical assessment of the students and their appraisal methods for quality performance in their respective classes. In this lists, the questions are designed for retention proper concept and meaning of the question topics in order to attempt the questions in the final examination. So, it is advised to teachers assign the home work and class work after each class session for the students' perfection and feedback.
- **List of Key Terms, Concept and Acronyms:** An elaborate list of key terms is given at the end of each unit for a quick review as a part of knowledge unit. It will also help the students to answer objective and 'definition' type questions and terminology asked in the final examination. As well as learners will be able to use these terms and acronyms in answers that makes their enlightenment very expressive and specific.
- **Review Questions:** It is an evaluation method of students after completing the study of each chapter. According to teaching manual developed by HSEB, the list of exercise questions is provided at the end of each chapter. The exercise questions are compiling in such a way that the students will get to revise the unit and question patterns have been asked to the learners for objective and subjective questions.
- **Numerous Illustrations, Figures, and Diagrams:** Each unit is well illustrated with numerous illustrations, figures, and diagrams to reinforce learning. These illustrations will help students conceive a broad idea about the contents. This will also enable the students to make their assignment and project work more valuable and comprehensive.
- **Project Works:** It is designed to increase students' involvement in the learning process. At the meantime, the list of project works of tour/visit programs of the various tourist sites and hospitality organizations will enlighten the students and enhance their creativity by taking individual initiative. The preparation of project report will orient the students with outside world and presentation will develop their effective communication skill.

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