

नेपाल सरकार
संस्कृति, पर्यटन तथा नागरिक उड्डयन मन्त्रालय
नेपाल पर्यटन तथा होटल व्यवस्थापन प्रतिष्ठान
रवि भवन, काठमाडौं
खुला प्रतियोगितात्मक परीक्षाको पाठ्यक्रम

पद : प्रशिक्षक (फूड प्रोडक्शन एण्ड कन्ट्रोल/पेष्ट्री /फूड एण्ड वेभरेज /एकोमोडेशन)

तह : ६

सेवा : प्राविधिक

समूह : होटल

१ आवश्यक न्यूनतम शैक्षिक योग्यता : मान्यता प्राप्त शिक्षण संस्थाबाट होटल म्यानेजमेन्ट विषयमा स्नातकोत्तर तह उत्तिर्ण गरेको वा होटल म्यानेजमेन्ट विषयमा स्नातक तह उत्तिर्ण गरी कुनै विषयमा स्नाकोत्तर तह वा सो सरह उत्तिर्ण भएको र कम्प्युटर विषयमा कम्तीमा एक महिनाको अध्ययन वा आधारभूत तालीम प्राप्त गरेको ।

२	परीक्षाको किसिम	पूर्णाङ्क
	प्रथम चरण :- लिखित परीक्षा	२००
	द्वितीय चरण :- अन्तरवार्ता	३०

३ लिखित परीक्षाको योजना र पाठ्यक्रम :

प्रथम चरण :- लिखित परीक्षा (Written Examination)						पूर्णाङ्क :- २००	
पत्र	विषयवस्तु	अंक	पूर्णाङ्क	उत्तीर्णाङ्क	परीक्षा प्रणाली	प्रश्नसंख्या X अङ्क	समय
प्रथम	खण्ड (क) सामान्य ज्ञान, सामान्य बौद्धिक परीक्षण (GAT) तथा अंग्रेजी				वस्तुगत बहुवैकल्पिक प्रश्न (MCQ)		१ घण्टा ३० मिनेट
	सामान्य ज्ञान	५०	१००	४०		२० प्रश्न X १ अङ्क	
	सामान्य बौद्धिक परीक्षण					२० प्रश्न X १ अङ्क	
	अंग्रेजी					१० प्रश्न X १ अङ्क	
खण्ड (ख) होटल म्यानेजमेन्ट	५०			५० प्रश्न X १ अङ्क			
द्वितीय	सेवा सम्बन्धी		१००	४०	विषयगत	७ प्रश्न X १० अङ्क	३ घण्टा
					विषयगत - समस्या समाधानमूलक	२ प्रश्न X १५ अङ्क	
द्वितीय चरण :- अन्तर्वार्ता (Interview)						पूर्णाङ्क :- ३०	
	अन्तर्वार्ता		३०				

द्रष्टव्य :

- लिखित परीक्षाको माध्यम भाषा नेपाली वा अंग्रेजी हुनेछ ।
- प्रथम चरणको लिखित परीक्षाबाट छनौट भएका उम्मेदवारहरु मात्र द्वितीय चरणको परीक्षा (अन्तर्वार्ता) मा सम्मिलित हुन पाउनेछन् ।

लिखित परीक्षाको पाठ्यक्रम

प्रथम पत्र : खण्ड (क) सामान्य ज्ञान, सामान्य बौद्धिक परीक्षण (General Aptitude Test) तथा अंग्रेजी

क) सामान्य ज्ञान

(२० प्रश्न X १ अङ्क = २० अङ्क)

१. नेपालको भूगोल : क्षेत्रफल, भूवनोट, भौगोलिक विभाजन, हावापानी, वन तथा वनस्पति ।
२. नेपालका प्रचलित धर्म, संस्कृति, जातजाति, भाषा, साहित्य र कला सम्बन्धी सामान्य ज्ञान ।
३. नेपालको संविधानका सामाजिक आधारभूत विशेषताहरू ।
४. आर्थिक विकास :
 - ४.१ नेपालको वर्तमान आर्थिक परिसूचकहरू (कृषि, उद्योग, पर्यटन, यातायात, संचार, शिक्षा) ।
 - ४.२ नेपालको अर्थतन्त्रमा पर्यटन क्षेत्रको योगदान ।
५. विकासका, नविन सवालहरू : पर्यावरण संरक्षण, जैविक विविधता, जलवायु परिवर्तन, जनसांख्यिकीय, शहरीकरण, प्रदूषण, प्राकृतिक स्रोत तथा राष्ट्रिय सम्पदाहरूको संरक्षण सम्बन्धी सामान्य सवालहरू ।
६. अन्तरराष्ट्रियसंघ/संस्था :

दक्षिण एशियाली क्षेत्रीय सहयोग संगठन (SAARC), BIMST-EC र UNWTO, ICAO, IATA, PATA सम्बन्धी सामान्य जानकारी ।
७. राष्ट्रिय र अन्तरराष्ट्रिय महत्वका समसामयिक घटना तथा नवीनतम गतिविधिहरू :

राजनीतिक, सामाजिक, सांस्कृतिक, आर्थिक, वैज्ञानिक, खेलकूद ।
८. ऐन नियम र नीतिहरू :
 - ८.१ पर्यटन नीति, २०६५ ।
 - ८.२ भ्रष्टाचार निवारण ऐन, २०५९ (कसूर तथा सजाय सम्बन्धी सामान्य व्यवस्था)
 - ८.३ नेपाल पर्यटन तथा होटल व्यवस्थापन प्रतिष्ठान कर्मचारी सेवा शर्त नियमावली, २०६१

ख) सामान्य बौद्धिक परीक्षण (General Aptitude Test)

20 × 1 = 20 Marks

1 Verbal Reasoning :

7 × 1 = 7 Marks

Analogy, Classification, Coding-Decoding, Insert the Missing Character, Common Property, Matrices, Direction and Distance Sense Test, Ranking Order, Assertion and Reason, Induction, Deduction, Courses of Action, etc.

2 Non-Verbal Reasoning:

7 × 1 = 7 Marks

Series, Analogy, Classification, Venn Diagrams, Matrices, Construction of Squares and Triangles, and Figure Formation and Analysis, Dot Situation, Water Images, Mirror Images, Embedded Figures, etc.

3 Numerical Reasoning :

6 × 1 = 6 Marks

Series, Analogy, Classification, Coding-Decoding, Percentage, Fraction, Decimal, Ratio, Average, Loss, Profit, Date/Calendar, Time and Work, Charts, Graphs, Tables, Data Sufficiency.

ग) **English Test**

(10 × 1 = 10 Marks)

1. **Comprehension:**

(4 × 1 Mark = 4 Marks)

A passage of about 450 -500 words written in English will be given and the examinees will be asked to summarize it in 33 percent (one third) of the total length of the passage. The questions will try to accommodate the following areas:

- Fact finding, Inferential, Core theme, True/false identification, Issues raised and Language based

2. **Vocabulary:**

(3 × 1 Mark = 3 Marks)

Questions will be asked to assess their grasp on the English language vocabulary. The questions will be of the following nature:

- Meaning of the words (literal /figurative/contextual), Single word for expressions, Synonyms/Antonyms, Derivatives and Homonyms/Homophones

3. **Syntactic ability:**

(3 × 1 Mark = 3 Marks)

Questions will be asked to assess the syntactic ability of the candidates. The questions will be based on the following categories:

- Agreement, Tense aspect, Parallel structures, Clauses, Modifier, Conditionals, Phrasal expressions, Shifts (tense, number, person), Transformations, Varieties, Prepositions, Conjunctions and Parts of speech.

1. Food Production and Patisserie (15 Marks)

1.1 Principles of Cooking :

1.1.1 Introduction of cooking, Objectives of cooking.

1.1.2 Methods of cooking including moist heat, dry heat and fat medias.

1.2.3 Microwave cooking, Induction cooking.

1.2 Food Commodities:

1.2.1 Vegetables.

1.2.2 Fruits and nuts.

1.2.3 Cereals.

1.2.4 Herbs and spices.

1.2.5 Eggs.

1.2.6 Milk and milk products.

1.2.7 Meat.

1.3 Foundation of Continental Cookery

1.3.1 Stocks (definition, types, preparation guidelines, recipes, qualities).

1.3.2 Sauces (definition, types of mother sauces, derivatives, recipes, preparations and qualities)

1.3.3 Soups (definition, types, recipes, preparation, and making a good soup).

1.3.4 Accompaniments (definition, functions, some examples) and Garnishes (definition, functions, some examples).

1.4 Dressings:

1.4.1 Introduction, functions, oil based, fresh cream based, and mayonnaise based dressings, special dressings (Thousand Island, French, American and Ranch).

1.4.2 Sandwiches and canapés: Introduction, classification, guidelines while preparing, base, spreading, fillings, toppings, accompaniments and garnishes of sandwich.

1.5 Food Safety

1.5.1 Personal Hygiene.

1.5.2 Kitchen Hygiene .

1.5.3 Food Hygiene .

1.5.4 HACCP.

1.5.5 ISO 22000.

2. Food and Beverage Service operation (10 Marks)

2.1 Food and Beverage Organization

2.1.1 Organization chart of Food and Beverage service Department of Hotel.

2.1.2 Duties and responsibilities of F &B staff; F&B manager, Assistant F & B Manager, Outlet Manager, Supervisors, Waiter/ess, Apprentice.

2.2 Identification of Service Equipments

2.2.1 Furniture; (Chairs, Tables, Side Board, Trolley) .

2.2.2 Linens; (Moulton, Table Cloth, Slip Cloth, Serviette, Waiters Cloth).

2.2.3 Table wares; (Cutleries, Crockery, Glassware, Hollowware's).

2.3 Types of food and beverage service.

2.4 Specialized Food & Beverage Service.

2.5 Cocktails

2.5.1 Introduction, Structure and components, Types.

2.5.2 Developing of recipes.

2.5.3 Mixing methods and garnishing of Cocktails .

2.6 Banquet and Buffet service

2.6.1 Introduction, Type of Banquet, Organization chart of Banquet.

2.6.2 Banquet planning, Organizing the operation & service of a banquet) .

2.6.3 Buffet and it's types.

3. House Keeping Operations (10 Marks)

3.1 Introduction to Hotel Housekeeping

3.1.1 Introduction to hotel industry.

3.1.2 Meaning , importance, Role and Function of housekeeping.

3.2 Housekeeping Organization

3.2.1 Organizational structure of the housekeeping department (Small, Medium and Large Hotel).

3.2.2 Attributes, duties and responsibilities of housekeeping staff.

3.3 Rooms

3.3.1 Types of rooms.

3.3.2 Types of beds.

3.3.3 Room keys, Keys security and control.

3.4 Stain Removal

3.5 Flower Arrangement

3.6 Hotel Linen

3.6.1 Introduction to Hotel Linen.

3.6.2 Classification of Linen.

3.6.3 Standard Sizes.

4 Front Office Operations (10 Marks)

4.1 Introduction to the hospitality industry

4.1.1 Introduction of Development of hotel industry (nationally and internationally).

4.1.2 International chain associations, Star rating criteria of Nepal.

4.1.3 Classification of hotel.

4.1.4 Classification of hotel Departments: revenue/non-revenue producing departments of hotel.

4.2 The guest cycle

Pre-arrival, arrival, occupancy, departure.

4.3 Reservation

4.3.1 Types , Modes and sources of reservation.

4.3.2 Reservation procedure.

4.3.3 Cancellation and amendments of reservation.

4.3.4 Front office Terminology.

4.4 Night Audit

4.4.1 Introduction to night audit.

4.4.2 Night auditor: Duties and responsibilities .

5. Basic Concept on Tourism and Hospitality (5 Marks)

5.1 Introduction to Tourism and Hospitality Management.

5.2 Hospitality Ethics & Behavior.

द्वितीय पत्र : सेवा सम्बन्धी

पूर्णाङ्क - १००

1. Food Production and Patisserie Foundation of Cookery (20 Marks)

- 1.1 Pasta, Dough, Paste
- 1.2 Indian & Nepali Authentic Cuisine
 - 1.2.1 Gravies & Curries
 - 1.2.2 Masala making
- 1.3 Introduction to Industrial & Institutional Catering
 - 1.3.1 Breakfast
 - 1.3.2 Food Transport
- 1.4 Kitchen Layout & Design
 - 1.4.1 Equipments selection & standard specification
- 1.5 Larder Work
 - 1.5.1 Salad
 - 1.5.2 Sandwich
 - 1.5.3 Canape
 - 1.5.4 Hors D' oeuvre

2. Food and Beverage Service Operation (20 Marks)

- 2.1 Growth of the hotel & catering industry
- 2.2 Hotel organizational chart
- 2.3 Tableware: Cutlery, hollowware
- 2.4 Crockery & glassware
- 2.5 Personal hygiene & grooming
- 2.6 Mise-enseence & mise-en-place
- 2.7 Food & beverage terminology
- 2.8 Methods of services
- 2.9 Types of menu
- 2.10 Courses of a French classical menu
- 2.11 Types of meals & cover
- 2.12 Control system :
 - 2.12.1 KOT, BOT, Bill
- 2.13 Classification of alcoholic & non alcoholic beverage
- 2.14 Brewing Process of beer
- 2.15 Spirits
- 2.16 Distillation Methods
- 2.17 History, types, areas of production :
 - 2.17.1 Whisky
 - 2.17.2 Rum
 - 2.17.3 Brandy
 - 2.17.4 Vodka
 - 2.17.5 Gin
- 2.18 Liqueurs or cordials
 - 2.18.1 Definition

- 2.18.2 Classification & use
- 2.18.3 Production & Service
- 2.19 Bar
- 2.19.1 Introduction
- 2.19.2 Types of bar
- 2.19.3 Parts of bar
- 2.19.4 Equipment & furniture
- 2.19.5 Staffing
- 2.19.6 Methods of mixing

3. Housekeeping Operation (15 Marks)

- 3.1 Role of housekeeping
- 3.2 Organizational structure of housekeeping department
- 3.3 Duties & responsibilities & attributes of housekeeping staff including housekeeping desk, clerk, forms & formats
- 3.4 Types of room
- 3.5 Types of bed
- 3.6 Safety rules of housekeeping department
- 3.7 Cleaning
 - 3.7.1 Principles of cleaning
 - 3.7.2 Cleaning methods, cleaning equipment and agents
 - 3.7.3 Use, care and storage, distribution and control
 - 3.7.4 Care and cleaning of surfaces (routine & periodical)
- 3.8 Storage & inspection of linen
- 3.9 Linen condemnation procedure
- 3.10 Issuing procedure of uniform
- 3.11 Planning staff strength & duty roster, holiday schedules, budgeting & job allocation

4. Front Office Operation (20 Marks)

- 4.1 Rooms
 - 4.1.1 Types, room symbols, layout & planning of room numbers, room history card
 - 4.1.2 Front office terminology
 - 4.1.3 Room tariff, discount & allowances
 - 4.1.4 Key control
- 4.2 Reservation
 - 4.2.1 Introduction
 - 4.2.2 Modes of reservation, sources of reservation, reservation charts, overbooking
 - 4.2.3 Whitney racks, guest history card
- 4.3 Procedures
 - 4.3.1 Arrival, departure, receiving & registration, handling VIPs, room change, handling complaints, luggage handling, mail & messages, telephone handling, dealing with safe deposit
- 4.4 Front Office Accounting
 - 4.4.1 Accounting system in hotels
 - 4.4.2 Flow of guest accounting process
 - 4.4.3 Visitor's tabular ledger
 - 4.4.4 Guest weekly bill

- 4.4.5 Hotel credit & credit security measures
- 4.4.6 Sales records & control of revenue producing departments, rooms, food, alcoholic beverages, cash
- 4.5 Settlement Process
 - 4.5.1 Cash & credit
 - 4.5.2 Cash report
 - 4.5.3 Foreign exchange rules
- 4.6 Role of night auditor
- 5. Contribution of tourism in the Nepalese economy and its prospects & challenges**
- 6. Management: (15 Marks)**
 - 6.1 Motivation & morale
 - 6.2 Planning & Decision making process
 - 6.3 Communication skills
 - 6.4 Team Work
 - 6.5 Organizational Value & Culture
 - 6.6 Crisis Management
 - 6.7 Time Management
- 7. Hospitality: (10 Marks)**
 - 7.1 Hospitality behavior
 - 7.2 Personality, Grooming, Performance, Etiquette
 - 7.3 Hospitality as service industry
 - 7.4 Hospitality Ethics & behavior

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संस्कृति, पर्यटन तथा नागरिक उड्डयन मन्त्रालय
नेपाल पर्यटन तथा होटल व्यवस्थापन प्रतिष्ठान
रवि भवन, काठमाडौं
खुला प्रतियोगितात्मक परीक्षाको पाठ्यक्रम

पद : प्रशिक्षक (ट्राभल अपरेशन एण्ड टिकेटिङ्ग)
सेवा : प्राविधिक

तह : ६
समूह : ट्राभल

१ आवश्यक न्यूनतम शैक्षिक योग्यता : मान्यता प्राप्त शिक्षण संस्थाबाट ट्राभल एण्ड टुरिजम म्यानेजमेन्टमा स्नातकोत्तर तह उत्तिर्ण वा व्याचलर ईन ट्राभल एण्ड टुरिजम म्यानेजमेन्टमा उत्तिर्ण भई कुनै विषयमा स्नाकोत्तर तह उत्तिर्ण भएको र कम्प्युटर विषयमा कम्तीमा एक महिनाको अध्ययन वा आधारभूत तालीम प्राप्त गरेको ।

२ परीक्षाको किसिम
प्रथम चरण :- लिखित परीक्षा
द्वितीय चरण :- अन्तरवार्ता

पूर्णाङ्क
२००
३०

३ लिखित परीक्षाको योजना र पाठ्यक्रम :

प्रथम चरण :- लिखित परीक्षा (Written Examination)						पूर्णाङ्क :- २००	
पत्र	विषयवस्तु	अंक	पूर्णाङ्क	उत्तीर्णाङ्क	परीक्षा प्रणाली	प्रश्नसंख्या X अङ्क	समय
प्रथम	खण्ड (क) सामान्य ज्ञान, सामान्य बौद्धिक परीक्षण (GAT) तथा अंग्रेजी				वस्तुगत बहुवैकल्पिक प्रश्न (MCQ)		१ घण्टा ३० मिनेट
	सामान्य ज्ञान					२० प्रश्न X १ अङ्क	
	सामान्य बौद्धिक परीक्षण	५०				२० प्रश्न X १ अङ्क	
	अंग्रेजी		१००	४०		१० प्रश्न X १ अङ्क	
	खण्ड (ख) ट्राभल एण्ड टुरिजम म्यानेजमेन्ट	५०				५० प्रश्न X १ अङ्क	
द्वितीय	सेवा सम्बन्धी		१००	४०	विषयगत	७ प्रश्न X १० अङ्क	३ घण्टा
		विषयगत - समस्या समाधानमूलक			२ प्रश्न X १५ अङ्क		
द्वितीय चरण :- अन्तर्वार्ता (Interview)						पूर्णाङ्क :- ३०	
	अन्तर्वार्ता		३०				

द्रष्टव्य :

- लिखित परीक्षाको माध्यम भाषा नेपाली वा अंग्रेजी हुनेछ ।
- प्रथम चरणको लिखित परीक्षाबाट छनौट भएका उम्मेदवारहरु मात्र द्वितीय चरणको परीक्षा (अन्तर्वार्ता) मा सम्मिलित हुन पाउनेछन् ।

लिखित परीक्षाको पाठ्यक्रम

प्रथम पत्र : खण्ड (क) सामान्य ज्ञान, सामान्य बौद्धिक परीक्षण (General Aptitude Test) तथा अंग्रेजी

क) सामान्य ज्ञान

(२० प्रश्न X १ अङ्क = २० अङ्क)

१. नेपालको भूगोल : क्षेत्रफल, भूवनोट, भौगोलिक विभाजन, हावापानी, वन तथा वनस्पति ।
२. नेपालका प्रचलित धर्म, संस्कृति, जातजाति, भाषा, साहित्य र कला सम्बन्धी सामान्य ज्ञान ।
३. नेपालको संविधानका सामाजिक आधारभूत विशेषताहरू ।
४. आर्थिक विकास :
 - ४.१ नेपालको वर्तमान आर्थिक परिसूचकहरू (कृषि, उद्योग, पर्यटन, यातायात, संचार, शिक्षा) ।
 - ४.२ नेपालको अर्थतन्त्रमा पर्यटन क्षेत्रको योगदान ।
५. विकासका, नविन सवालहरू : पर्यावरण संरक्षण, जैविक विविधता, जलवायु परिवर्तन, जनसांख्यिकीय, शहरीकरण, प्रदूषण, प्राकृतिक स्रोत तथा राष्ट्रिय सम्पदाहरूको संरक्षण सम्बन्धी सामान्य सवालहरू ।
६. अन्तरराष्ट्रियसंघ/संस्था :

दक्षिण एशियाली क्षेत्रीय सहयोग संगठन (SAARC), BIMST-EC र UNWTO, ICAO, IATA, PATA सम्बन्धी सामान्य जानकारी ।
७. राष्ट्रिय र अन्तरराष्ट्रिय महत्वका समसामयिक घटना तथा नवीनतम गतिविधिहरू :

राजनीतिक, सामाजिक, सांस्कृतिक, आर्थिक, वैज्ञानिक, खेलकूद ।
८. ऐन नियम र नीतिहरू :
 - ८.१ पर्यटन नीति, २०६५ ।
 - ८.२ भ्रष्टाचार निवारण ऐन, २०५९ (कसूर तथा सजाय सम्बन्धी सामान्य व्यवस्था)
 - ८.३ नेपाल पर्यटन तथा होटल व्यवस्थापन प्रतिष्ठान कर्मचारी सेवा शर्त नियमावली, २०६१

ख) सामान्य बौद्धिक परीक्षण (General Aptitude Test)

20 × 1 = 20 Marks

1 Verbal Reasoning :

7 × 1 = 7 Marks

Analogy, Classification, Coding-Decoding, Insert the Missing Character, Common Property, Matrices, Direction and Distance Sense Test, Ranking Order, Assertion and Reason, Induction, Deduction, Courses of Action, etc.

2 Non-Verbal Reasoning:

7 × 1 = 7 Marks

Series, Analogy, Classification, Venn Diagrams, Matrices, Construction of Squares and Triangles, and Figure Formation and Analysis, Dot Situation, Water Images, Mirror Images, Embedded Figures, etc.

3 Numerical Reasoning :

6 × 1 = 6 Marks

Series, Analogy, Classification, Coding-Decoding, Percentage, Fraction, Decimal, Ratio, Average, Loss, Profit, Date/Calendar, Time and Work, Charts, Graphs, Tables, Data Sufficiency.

ग) **English Test**

(10 × 1 = 10 Marks)

1. **Comprehension:**

(4 × 1 Mark = 4 Marks)

A passage of about 450 -500 words written in English will be given and the examinees will be asked to summarize it in 33 percent (one third) of the total length of the passage. The questions will try to accommodate the following areas:

- Fact finding, Inferential, Core theme, True/false identification, Issues raised and Language based

2. **Vocabulary:**

(3 × 1 Mark = 3 Marks)

Questions will be asked to assess their grasp on the English language vocabulary. The questions will be of the following nature:

- Meaning of the words (literal /figurative/contextual), Single word for expressions, Synonyms/Antonyms, Derivatives and Homonyms/Homophones

3. **Syntactic ability:**

(3 × 1 Mark = 3 Marks)

Questions will be asked to assess the syntactic ability of the candidates. The questions will be based on the following categories:

- Agreement, Tense aspect, Parallel structures, Clauses, Modifier, Conditionals, Phrasal expressions, Shifts (tense, number, person), Transformations, Varieties, Prepositions, Conjunctions and Parts of speech.

1. Foundations of Travel and Tourism Management (10 marks)

- 1.1 Historical development of tourism,
- 1.2 Meaning, role and nature of tourism
- 1.3 Meaning of tourist,
- 1.4 Excursionists, trends of tourism development,
- 1.5 Organization in tourism sector :
 - 1.5.1 International tourism Organization
 - 1.5.2 Tourism organizations of Nepal (Public Private & Other)

2. Travel Service Operation (10 marks)

- 2.1 Travel industry & its function
- 2.2 Concept of package tour
- 2.3 Handling guest files
- 2.4 Documentation requirements/frontier formalities
- 2.5 Handling & conducting regular tour, trek, rafting & other tourist services
- 2.6 Trekking, rafting & other tourist service site & seasons
- 2.7 Mountaineering & other tourist service regulations
- 2.8 Types of tour operation
- 2.9 Types of tour package & formulating tailor made tour package
- 2.10 Role of tour operator

3. Tourism Planning Policies and Trends (10 marks)

- 3.1 Concepts of tourism planning and planning process.
- 3.2 Impact of Tourism: Socio- cultural, economic and environmental.
- 3.3 Planning for sustainable tourism development: Process, problem & solution
- 3.4 Human resources planning in tourism sector and role of Nepal Academy of Tourism and Hotel Management (NATHM)
- 3.5 Cultural and Heritage tourism in Nepal
- 3.6 World Heritage sites of Nepal
- 3.7 Sustainable Development Goals (SDGs) and Tourism

4. Air Travel Service Operation (10 marks)

- 4.1 Airport & its facilities
- 4.2 Passengers, airport formalities
- 4.3 Departure formalities
- 4.4 Arrival formalities
- 4.5 Travel planning
- 4.6 Some important travel terms
- 4.7 Passenger ticket & baggage check
- 4.8 e-ticketing

- 4.9 Knowledge & concepts of Abacus, Amadeus & Gallileo, etc.
- 4.10 Transitional automated ticket (TAT)
- 4.11 Automated ticket & boarding pass (ATB)
- 4.12 Tax fee & charges
- 4.13 Discount : child/ infant/ tour conductor
- 4.14 Role & functions of IATA and ICAO

5. Hospitality Pperation & Management (10 marks)

- 5.1 Introduction to Hospitality Industry
- 5.2 Classification of Hotel
- 5.3 International chain
- 5.4 Guest cycle
- 5.5 Introduction to Reservation
- 5.6 Ethics, Norms, Values & Behavior in Hospitality

द्वितीय पत्र : सेवा सम्बन्धी

पूर्णांक - १००

1. Travel Service Operation (20 Marks)

- 1.1 Travel industry & its function
- 1.2 Concept of package tour
- 1.3 Handling guest files
- 1.4 Documentation requirements/frontier formalities
- 1.5 Handling & conduction regular tour, trek, rafting & other tourist services
- 1.6 Trekking, rafting & other tourist service site & seasons
- 1.7 Mountaineering & other tourist service regulations
- 1.8 Types of tour operation
- 1.9 Types of tour package & formulating tailor made tour package
- 1.10 Role of tour operator

2. Air Travel Service Operation (20 Marks)

- 2.1 Airport & its facilities
- 2.2 Passengers, airport formalities
- 2.3 Departure formalities
- 2.4 Arrival formalities
- 2.5 Types of aircraft : Classification of aircraft on the basis of range, body structure, engine speed & wing (rotary & fixed)
- 2.6 Travel planning
- 2.7 International time calculation
- 2.8 Some important travel terminology
- 2.9 Passenger ticket & baggage check
- 2.10 Special fare with different tariff conditions
- 2.11 e-ticketing
- 2.12 Knowledge & concepts of Abacus, Amadeus & Gallileo, etc.
- 2.13 Transitional automated ticket (TAT)
- 2.14 Automated ticket & boarding pass (ATB)
- 2.15 Tax fee & charges
- 2.16 Charging & collecting procedures
- 2.17 Discount : child/ infant/ tour conductor
- 2.18 Role & functions of IATA and ICAO

3. Contribution of tourism in the Nepalese economy and its prospects & challenges (15 Marks)

- 4. Cultural and Heritage tourism in Nepal : (15 Marks)**
 - 4.1 Relationship between culture and tourism .
 - 4.2 World Heritage sites in Nepal and it's Importance.
 - 4.3 festivals of Nepal
 - 4.4 Sustainable Development Goals (SDGs) and Tourism in Nepal

- 5. Management: (15 Marks)**
 - 5.1 Motivation & morale
 - 5.2 Planning & Decision making process
 - 5.3 Communication skills
 - 5.4 Team Work
 - 5.5 Organizational Value & Culture
 - 5.6 Crisis Management
 - 5.7 Time Management

- 6. Hospitality: (15 Marks)**
 - 6.1 Hospitality behavior
 - 6.2 Personality, Grooming, Performance, Etiquette
 - 6.3 Hospitality as service industry
 - 6.4 Hospitality Ethics & Norms