

NEB Class 11

Hotel Management

Complete Chapter-wise Study Notes

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Class 11 Hotel Management: The Ultimate Syllabus Guide

This guide provides a complete overview of the **Class 11 Hotel Management** curriculum, syllabus, and practical works.

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1\ Detailed Class 11 Hotel Management Syllabus

- 1.1 Concept and meaning of hotel and catering industry
- 1.2 Historical development of hotel and catering industry
- 1.3 Classification of catering establishment and hotel (on the basis of location, size, and star rating)
- 1.4 Nature and benefits of independent, chain, franchise, management contract, and referral hotel
- 2.1 Meaning and concept of organization and management
- 2.2 Basic concept of hotel management
- 2.3 Organization chart of hotel (small, medium and large)
- 2.4 Importance of organization chart in hotel
- 2.5 Departments of hotel – Functional and operational departments
- 3.1 Concepts and meaning of hospitality
- 3.2 Service characteristics of Hospitality
- 3.3 Sectors of Hospitality
- 3.4 Concept and meaning of tourism
- 3.5 Types of tourism
- 3.6 Meaning and defining of tourist
- 3.7 Types of tourists
- 3.8 History of modern tourism
- 3.9 Growth and development of tourism in Nepal. For more information, visit the Nepal Tourism Board.
- 3.10 Basic components of tourism – (attraction, accessibility, accommodation, and amenities)

- 3.11 Positive and negative impacts of tourism
- 4.1 Definition and functions of front office
- 4.2 Organization chart of front office department
- 4.3 Attributes of front office staffs
- 4.4 Job description of front office staffs
- 4.5 Sections within front office and their functions: Lobby, Business center, Travel desk, Telephone operator/ Exchange, Front office cashier, Reception desk, Information desk, Bell desk, Reservation
- 4.6 Guest Room and its types
- 4.7 Hotel Tariff: Concept of tariff, Types of hotel tariff, Basis of charging room rate
- 4.8 Telephone Etiquettes
- 4.9 Reservation: Meaning and purpose of reservation, Types of reservation, Modes and sources of reservation, Factor affecting reservation, Reservation procedure
- 4.10 Sundry services: Handling mail and message, Luggage handling, Providing information about hotel infrastructure and facilities
- 4.11 Front office coordinating departments
- 4.12 Handling Guest Complain
- 5.1 Definition & functions of housekeeping
- 5.2 Organization chart of housekeeping department
- 5.3 Layout of housekeeping sections and their functions
- 5.4 Job descriptions of housekeeping staffs
- 5.5 Personal attributes of housekeeping staffs
- 5.6 Guest Room: Contents and supplies, Room symbols
- 5.7 Maid's Cart & Preparation
- 5.8 Linens / Uniforms: Definition and types of linen, Storage, Inventory, control and Par stock
- 5.9 Keys: Definition and types, Control
- 5.10 Forms and Formats: Room report maintenance order slip, Room check List, Lost & found, Gate pass, Log book
- 5.11 Handling situations: Lost and found, Sick guest, Death guest
- 5.12 Coordinating departments of housekeeping
- 6.1 Introduction: Organization chart of kitchen, Kitchen equipment (small and large), Types of kitchen, Kitchen layout
- 6.2 Job description of kitchen staffs
- 6.3 Coordinating departments of Kitchen
- 6.4 Hygiene and grooming: Personal hygiene and grooming, Kitchen hygiene/ Safety rules

- 6.5 Food commodities and their uses: Vegetables (types and cuts), Introduction of Cereals and flours, Milk and milk products, Fruits and nuts, Poultry/games, Eggs, Meat (lamb, mutton, pork, buff), Fish/ Sea foods, Raising agents, Fats and oil, Spices and herbs
- 7.1 Introduction and functions of F&B service department
- 7.2 Organization chart of F&B service department
- 7.3 Job descriptions of F&B service department
- 7.4 Identification of service equipments and other service appointments: Tableware, Restaurant linens, Restaurant furniture
- 7.5 F & B outlets and their functions
- 7.6 Hospitality knowledge, skill, and attributes of F&B service staffs
- 7.7 Coordinating departments.

2\ Practical Activities (Total 80 hours)

Unit 1 & 3: Introduction to Hospitality & Tourism (14 + 14 = 28 hours)

- Maintain the Journal with suitable illustrations and pictures and submit it to the class teacher.
- Consider a tourism activity/business in your local area and make a list of them and display on the chart.
- Make a list of the impacts under the headings: 'positive' and 'negative' and discuss with the classmate.
- Visit any tourism destination in your locality and find out the components of tourism available, and present it at the classroom.
- Maintain Journal incorporating all the topics of the unit with examples of different types of hotel and submit to the class teacher.
- Make a list of hotels from your area and classify them on the basis of size, location, and star rating. Submit your assignment to the teacher and interact with the friends on it.
- Visit of Hotel and prepare a report of visit and present it in the class describing the strengths and weaknesses of the hotel industry.
- Make a list of some of the Pioneering of Hospitality Industry- national and international.

Unit 2: Hotel as Organization (9 hours)

- Maintain the Journal showing hotel organization chart of different size of hotel and the classification of hotel operation areas and submit it to the class teacher.
- Prepare the organizational charts of standard hotel explaining interrelationship of departments within hotel in the presence of class teacher.

Unit 4: Front Office Department (9 hours)

- Maintain the Journal with departmental organization chart showing job hierarchy and responsibility and submit it to the class teacher.
- Sketch the Hotel front office layout.

- Draw the forms and format used in front office.
- Practise reservation procedure.
- Practise of telephone handling in front desk.
- Collect printed tariffs of tourist hotels of local area and compare it and make a report.

Unit 5: Housekeeping Department (12 hours)

- Maintain the Journal including all topics of the unit with illustration and submit it to the class teacher.
- Prepare the Organizational Chart of Housekeeping and display on the board and compare it with other departments.
- Draw diagram showing layout of housekeeping.
- Prepare Housekeeping trolley and demonstrate it.
- Collect the pictures of equipments and tools used in housekeeping department and name them with its uses.
- Collect information of guest related problems faced by the hotels of local area.

Unit 6: Food Production Department (Kitchen) (10 hours)

- Maintain the Journal of kitchen department showing departmental chart and kitchen layout and submit it to class teacher.
- Prepare organizational Chart of Food Production department showing responsibility of its staffs.
- Draw layout of kitchen.
- Collect the food commodities and herbs and classify it.
- Show the cutting methods of vegetables, poultry and fish.
- Collect the picture of kitchen equipments and list them with its uses.

Unit 7: Food and Beverage Service (12 hours)

- Maintain the Journal incorporating all topics of the unit with illustration and submit it to the class teacher.
- Prepare the Organizational Chart of food and beverage department.
- Collect the picture of F&B service equipment and list them with its uses.
- Show how the F & B equipments are clean (glassware, flatware, hollowware, crockery).

3\ Chapter-wise Notes

| Unit | Chapter Name | Notes |

| --- | --- | --- |

| 1 | Introduction to Hotel | |

| 2 | Hotel Management and Organization | |

| 3 | Introduction to Hospitality and Tourism | |

| 4 | Front Office Department | |

| 5 | Housekeeping Department | |

| 6 | Food Production Department (Kitchen) | |

| 7 | Food and Beverage (F&B) Service Department | |

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4\ Class 11 Hotel Management Micro-Syllabus

- 1.1 Explain the concept and meaning of hotel and catering industry.
- 1.2 Describe the history of the development of hotel and catering industry.
- 1.3 Recognize the various types of catering establishments and hotel.
- 1.4 Explain the nature and benefits of independent, chain, franchise, management contract and referral hotel.
- 2.1 Express the meaning and concept of organization and management.
- 2.2 Explain the basic concept of hotel management.
- 2.3 Draw organization chart of small, medium and large hotel.
- 2.4 Describe the importance of organization chart in hotel.
- 2.5 Distinguish the functional and operational departments of hotel.
- 3.1 Define hospitality.
- 3.2 Point out the service characteristics of hospitality.
- 3.3 Describe the various sectors of hospitality.
- 3.4 Explain the general concept of tourism and its classification.
- 3.5 Define tourist and classify its types.
- 3.6 Explain the history of modern tourism.
- 3.7 Narrate the growth and development of modern tourism in Nepal.
- 3.8 Describe the basic components of tourism and its interrelationships.
- 3.9 Explain the positive and negative impacts of tourism on society, economy and environment.
- 4.1 Define front office and describe its functions.
- 4.2 Draw organization chart of front office department.
- 4.3 State the attributes of front office staffs.
- 4.4 Describe the job description of front office staffs.
- 4.5 List out the front office sections and their functions.
- 4.6 Explain the guest room and its types.
- 4.7 Explain hotel tariff and its types and identify the bases of charging room rate.
- 4.8 List out the telephone etiquettes.

- 4.9 Define reservation and explain its types and procedures.
- 4.10 Point out the modes and sources of reservation.
- 4.11 Identify the factors affecting reservation.
- 4.12 List out the different sundry services and explain their effective operating procedures.
- 4.13 Explain the relationships of front office department with other departments.
- 4.14 Point out the techniques of handling guest complaints.
- 5.1 Define housekeeping and explain its functions.
- 5.2 Draw organization chart of housekeeping department.
- 5.3 Describe the layout of housekeeping sections and explain their functions.
- 5.4 Illustrate the job descriptions of housekeeping staffs.
- 5.5 List out the personal attributes of housekeeping staffs.
- 5.6 Define guest room and explain its contents and supplies.
- 5.7 List out the room symbols.
- 5.8 Identify Maid's cart and point out the requirements for its preparation.
- 5.9 Define Linens/Uniforms and explain its types.
- 5.10 Explain the storage, inventory, control and Par stock.
- 5.11 Define key and explain the types and control of keys.
- 5.12 List out the forms and formats used by housekeeping department.
- 5.13 Discuss on handling different situation of housekeeping department.
- 5.14 List out the coordinating departments of housekeeping department.
- 6.1 Draw organization chart of kitchen and explain the types of kitchen.
- 6.2 Recognize and listing the kitchen equipments.
- 6.3 Describe the kitchen layout.
- 6.4 Explain the job descriptions of kitchen staffs.
- 6.5 List out the coordinating departments of Kitchen.
- 6.6 State the meaning of hygiene and grooming and its importance in kitchen.
- 6.7 Point out the personal hygiene and grooming rules.
- 6.8 Describe the different food commodities and their uses.
- 7.1 Describe F & B service departments and its functions.
- 7.2 Draw organization chart of F & B service department and point out the job descriptions of F&B service department.
- 7.3 Identify the service equipments and other service appointments.
- 7.4 List out the F & B outlets and their functions.
- 7.5 Point out the knowledge, skill and attributes required to the F & B service staffs.

- 7.6 List out the coordinating departments of F & B service department.

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