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BFO-011

**B. A. (FACILITY AND SERVICES
MANAGEMENT) (BAFSM)**

Term-End Examination

December, 2025

**BFO-011 : MANAGING FACILITIES-I
(CATERING FACILITIES)**

Time : 3 Hours

Maximum Marks : 100

Note : Answer any *five* questions in about
*600 words each. All questions carry equal
marks.*

1. Explain in brief the importance of computer applications in catering industry. 20
2. What do you understand by the term 'TQM' ? Enlist the key principles and benefits of TQM. 20
3. What are the different types of Budgets ? Briefly explain each with examples. 20

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P. T. O.

4. Write short notes on any *four* of the following : 4×5=20
- (a) Sales Promotion
 - (b) Marketing Mix
 - (c) Job Description
 - (d) Learning and Development
 - (e) Labour Cost Control
5. Define Motivation. What are the various types of motivation ? Briefly explain each. 20
6. Briefly describe the attributes and qualities of Food and Beverage Personnel. 20
7. What is business plan ? Briefly describe the various components of business plan. 20
8. Briefly describe the function booking procedure with format of function booking diary. 20
9. Explain the roles of HACCP and FSSAI in ensuring food safety within Institutional Catering. 20

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10. Write notes on any *two* of the following :

10+10

- (a) Full Service Restaurants
- (b) Types of Bar
- (c) Menu Planning

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