

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

Term-End Examination

December, 2025

**BFO-015 : MANAGING FACILITIES—II
(ACCOMMODATION FACILITIES)**

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. Describe the origin and development of hospitality industry in India with examples.
2. Describe with example the various types of hotels on the basis of level of services offered.

3. What are the various sections of hotel front-office ? Briefly explain the functions of Information Desk and Travel Desk.
4. List the various positions in hotel front-office. Write down the duties and responsibilities of Reservation Assistant.
5. What are the various sources of Reservation ? Explain with examples.
6. What is express check-out ? Also describe the procedure of express check-out.
7. Explain the various types of manual cleaning equipment used in hotel.
8. Describe the duties and responsibilities of executive chef of a five star hotel.
9. What are the qualities of a successful professional working in a restaurant ?
10. Define quality. Explain its various dimensions, including fitness for purpose and customer satisfaction.

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