

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

Term-End Examination

June, 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. Briefly describe the essential attributes of service personnel in a restaurant. 20
2. Describe the grooming standards and personal hygiene required from a food and beverages services personnel. 20
3. Enlist the various licenses and permits required for operating a restaurant and briefly explain each of them. 20

[2]

4. Briefly explain the booking procedure for wedding in a hotel with format of function prospectus. 20
5. Briefly explain the role and importance of HACCP in catering industry. 20
6. Write a note on 'Computer Applications in Catering Industry'. 20
7. What is food commodities ? Briefly explain cereals. 20
8. Briefly explain the importance of technology integration in storage management of a catering unit. 20
9. Briefly explain the 'Food Storage Control'. 20
10. Write short notes on any *two* of the following : 2×10=20
 - (a) Succession Planning
 - (b) Public Relations
 - (c) Total Quality Management

× × × × ×