

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

Term-End Examination

June, 2025

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

Time : 3 Hours

Maximum Marks : 100

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

1. Explain the major milestones in the evolution of hospitality.
2. List the various types of hotels on the basis of location. Briefly describe each with suitable example.
3. What are the various sections of hotel front-office ? Explain the functions of Reservation and Reception.

4. List the various positions in hotel front-office. Discuss the duties and responsibilities of Front Office Manager.
5. Define reservation in context with hotel room. Briefly explain the importance of reservation for both the hotel and guest.
6. Describe the procedure of check-out for guest from the hotel.
7. Describe the various types of cleaning agents used by housekeeping department.
8. Describe the organisational structure of hotel kitchen department with hierarchy chart.
9. Describe the duties and responsibilities of Restaurant Manager of a five star hotel.
10. Discuss the role of Standard Operating Procedures (SOPs) in ensuring quality control.

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