

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

Term-End Examination

June, 2026

**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 importance of technology in modern catering industry. 20
 2. Define Quality and enlist the various factors affecting quality. Briefly explain issues and challenges related with quality. 20
 3. What are the techniques for cost control and for reducing expenses in Catering industry ? 20

4. Write short notes on any *four* of the following :

4×5=20

- (a) Personal Selling
 - (b) Advertising
 - (c) Job Specification
 - (d) Leadership
 - (e) Benefits of Training
5. What is performance appraisal ? As a Manager of a catering establishment what points will you consider while designing a performance appraisal ? 20
6. Explain the importance of interdepartmental cooperation. How is it essential for successful operation of catering unit ? 20
7. What are the various licenses, permits and No Objection Certificate required to run catering business ? 20
8. Write a detailed note on 'Institutional Catering'. 20

[3]

9. Briefly describe the distinctive features of
Transport Catering ? 20

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

2×10=20

(a) Quick Service and Fast Casual
Restaurants

(b) Types of Kitchens in the catering
industry

(c) Types of Food Commodities

× × × × ×