

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

Term-End Examination

June, 2026

**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. Explain the major constituents of hospitality industry with examples. 20
2. Explain the various types of alternate accommodation available for tourists with examples. 20
3. What are the various sections of hotel front-office ? Also explain the functions of Cash and Bills. 20

4. List the various positions in hotel front-office. Briefly describe the duties and responsibilities of Front Office Cashier. 20
5. Write down the importance of hotel reservation system. How does it benefit to both customer and service providers ? 20
6. Briefly describe the cash and credit settlement of bills by hotel guests. 20
7. List and describe the various mechanical cleaning equipments used in the housekeeping department. 20
8. Write a note on “Hygiene and Sanitation in Kitchen’. 20
9. Discuss the two main sectors of the food service industry with examples. 20
10. What are the key strategies for managing quality in food and beverage operations ? Give examples. 20

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