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**BFO-001**

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

**Term-End Examination**

**December, 2025**

**BFO-001 : BASICS OF MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** (i) Answer any **five** questions.

(ii) All questions carry equal marks.

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1. Describe the hierarchy of managers and their skill requirements. Also enumerate the activities under each managerial level.
2. Write an essay on “Types of Organisational Structure”.
3. Discuss the types of planning and principles of planning.
4. Discuss the meaning of delegation of authority and its importance. How is it related to decentralization of authority ?

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5. Enumerate the various requisites of an effective control system and outline the limitations of control.
6. Explain Herzberg's two-factor theory and differentiate it from Maslow's theory of Need Hierarchy.
7. What is meant by morale ? Outline the factors that influence the morale of employees in an organisation. What is the significance of leadership vis-á-vis morale ?
8. Briefly discuss the service marketing mix and service marketing triangle.
9. Explain the important characteristics of effective teamwork. Also explain the impediments to effective teamwork.
10. What are the steps in a Negotiation Process ? List out the common tactics of Negotiations.

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