

No. of Printed Pages : 2

**BFO-001**

**B. A. IN FACILITY AND SERVICES**

**MANAGEMENT (BAFSM)**

**Term-End Examination**

**June, 2025**

**BFO-001 : BASICS OF MANAGEMENT**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. "Management has characteristics of both science and art." Analyze the statement. 20
2. Write short notes on the following : 10+10
  - (i) Evolution of Management thought
  - (ii) Scientific Management



**[ 2 ]**

3. What do you mean by planning ? Describe the process of planning. 20
4. What are the barriers to effective delegation ? Give suitable examples. 20
5. Elaborate on the factors influencing leadership effectiveness. 20
6. What is marketing ? What is the P's of Service Marketing ? Explain. 20
7. Draw the figure of "The Product Life Cycle" and elaborate each step in detail. 20
8. Write short notes on the following : 10+10
  - (i) e-Tailing
  - (ii) Meaning of consumerism
9. What is conflict ? Discuss different types of organizational conflicts. 20
10. Describe the different characteristics of organizational culture. 20

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