

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

**Term-End Examination**

**June, 2025**

**BFO-011 : MANAGING FACILITIES-I  
(CATERING FACILITIES)**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Briefly describe the essential attributes of service personnel in a restaurant. 20
2. Describe the grooming standards and personal hygiene required from a food and beverages services personnel. 20
3. Enlist the various licenses and permits required for operating a restaurant and briefly explain each of them. 20

4. Briefly explain the booking procedure for wedding in a hotel with format of function prospectus. 20
5. Briefly explain the role and importance of HACCP in catering industry. 20
6. Write a note on 'Computer Applications in Catering Industry'. 20
7. What is food commodities ? Briefly explain cereals. 20
8. Briefly explain the importance of technology integration in storage management of a catering unit. 20
9. Briefly explain the 'Food Storage Control'. 20
10. Write short notes on any *two* of the following : 2×10=20
  - (a) Succession Planning
  - (b) Public Relations
  - (c) Total Quality Management

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