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BFO-003

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

Term-End Examination

December, 2025

**BFO-003 : BASICS OF FACILITY
MANAGEMENT**

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. What is meant by Facility Management ?
What are the components and function
areas of Facility Management ? 20
2. What do you understand by Recreational
Facilities ? How are they different from
Entertainment Facilities ? How would you
manage the operations of recreation
facilities ? 20

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3. Discuss the importance as well as goals of financial management in Facility Services Management. 20
4. Write a detailed note on Parking Management and its importance in the facility management. 20
5. Write short notes on the following : $4 \times 5 = 20$
 - (a) Types of Mirrors
 - (b) Liquid Waste Management
 - (c) Conflict Management
 - (d) Franchise Agreement
6. Explain the process of Fire Protection System in brief. 20
7. As a Facility Manager, how will you ensure a safe and healthy workplace for your employees ? 20
8. What is the process of communication ? What are the different types of communication ? 20

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9. Discuss the role and importance of Information Technology in Facility Management. Support your answer with suitable examples. 20
10. Write short notes on any *two* of the following : 10+10
- (a) Healthcare Facilities
 - (b) Project Management
 - (c) Role of Technology in Ergonomics

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