

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

Term-End Examination

June, 2026

**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. Explain the significance of Facility Management. Also discuss the development of Facility Management industry in India.

20

2. Define lease. Discuss the different types of lease and their significance in facility management.

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3. What are the different types of paints ?
What are the merits and demerits of each ?
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4. What are the different sources of lighting in a building ? What is the importance of proper lighting in a building design ? 20
5. Differentiate between the following : $5 \times 4 = 20$
- (i) Asset and Facility Management
 - (ii) Recreational and Entertainment Facilities
 - (iii) Hyper Market and Super Market
 - (iv) In-house and outsourcing of operations
 - (v) Preventive and Corrective maintenance
6. As a Facility Manager, how will you ensure the safety and security of yours guests and employees ? 20
7. Define contract and explain the essential elements of a contract. Also discuss the different types of contracts. 20
8. What is the process of communication ?
What are the barriers to effective communication process ? 20

[3]

9. What do you understand by Project Management ? What is the importance and challenges of Project Management with regard to Facility Services Management ?
Give examples 20

10. Write short notes on any *two* of the following :
2×10=20

- (a) Ergonomics in Office setup
- (b) HVAC System Operation
- (c) Waste Management

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