

**BACHELOR OF ARTS (FACILITY
SERVICES MANAGEMENT)**

(BAFSM)

Term-End Examination

June, 2026

**BFO-014 : PRACTICES AND APPLICATIONS
OF FACILITY MANAGEMENT-I**

Time : 3 Hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

1. Elaborate upon the human aspect of facility management and its significance in ensuring efficiency and productivity. 20
2. What do you understand by Airport Terminal ? Discuss various configurations associated with airport passenger building.

20

3. Discuss any *two* areas related to passengers of railway infrastructure in detail. 20
4. Evaluate the role of eco-friendly and sustainable practices in hotel cleaning and maintenance. 20
5. Discuss the role and significance of emergency preparedness and disaster recovery planning in healthcare facility management with suitable examples. 20
6. Define Museums. Explain the role of facility management in the functioning of a museum. 20
7. Discuss how maintenance and cleanliness in office space is carried out under facilities management. 20
8. Discuss the importance of user feedback and stakeholder engagement in shaping and improving Facility Management strategies. Give examples. 20

[3]

9. Elaborate on the innovative technologies transforming the future of FM in closed spaces. Support your answer with suitable examples. 20

10. Write short notes on any *two* the following :

2×10=20

(a) Parking Management

(b) Green Initiatives

(c) Ergonomics

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