

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

Term-End Examination

June, 2026

BFO-016 : EMERGENCY HANDLING

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 do you understand by Emergency ?
Explain the categorization of emergencies.

20
2. Discuss staff responsibilities and guest
protocol in event of fire emergency in a
public area of a hotel or a restaurant.

20
3. What are the major categories of man-made
disasters ? Discuss how they impact human
life and infrastructure ?

20

4. Discuss how facility managers can enhance cybersecurity by implementing network security measures and endpoint protection strategies. 20
5. Write short notes on any *two* of the following :
2×10=20
 - (i) Building Automation System
 - (ii) Emergency Drills and Simulations
 - (iii) Risk Identification
6. Discuss the different types of secondary water sources which facility manager can rely upon in case of water shortages. 20
7. Discuss the concept of Psychological First Aid (PFA) and its role in emergency situations. 20
8. What are the primary causes of crowd-related disasters in a stadium ? How can facility managers and event organizers implement effective crowd control measures to ensure spectator safety and emergency preparedness ? 20

9. Discuss the significance of certifications from organizations such as OSHA, NFPA, Red Cross, and NIDM India. How do these certifications enhance job opportunities and ensure safety compliance in various industries ? 20

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

2×10=20

- (a) Cardiopulmonary Resuscitation (CPR)
- (b) Fire Emergency Manual
- (c) Types of Losses

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