

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

**Term-End Examination**

**December, 2024**

**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. Define Facility Management. Discuss the types, components and elements of Facility Management. 20
2. What do you understand by 'lease' ? What are the different types of lease and their significance in facility management ? 20
3. Discuss the importance of Ergonomics in office setup with example. Also mention the role of technology in ergonomics. 20

4. What do you understand by a 'Contract' ? What is the importance of a contract ? Also discuss the different types of contracts. 20
5. Write short notes on the following : 4×5=20
  - (i) Skills of a Facility Manager
  - (ii) Parking Management
  - (iii) Rainwater Harvesting
  - (iv) Stages of Fire
6. Write a detailed note on the different types of pollution with their causes and effects. 20
7. Define Communication. Discuss the different types and mediums of Communication. 20
8. What is the importance of Cyber Security in Facility Management ? What are the layers of Cyber Security available ? 20
9. What is Project Management ? Explain the relevance of Project Management in Facility Management with suitable examples. 20

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

2×10=20

- (a) Property Management System
- (b) Types of Security Systems
- (c) Salient features of National Policy on Safety, Health and Environment at workplace

x x x x x x x