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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*

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

(ii) All questions carry equal marks.

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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

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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