

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

Term-End Examination

June, 2025

**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. What is the significance of Facility Management ? Also mention the function of Facility Management along with the role of a Facility Manager. 20
2. What is the importance of financial management in Facility Management ? What are the goals of Financial Management ? 20

3. Write a detailed note on Fire Protection System. 20
4. Explain the difference between the terms in-house and outsourcing of operations in facility management. Mention the advantages and disadvantages of both with examples. 20
5. Differentiate between the following : $4 \times 5 = 20$
 - (i) Project Manager and Facility Manager
 - (ii) Oral and Written Communication
 - (iii) Liquid and Solid Waste Management
 - (iv) Health and Hygiene
6. What is the importance of Maintenance in Facility Management ? What are the different types of Maintenance ? 20
7. What makes any communication effective ? What are the barriers to effective communication ? 20
8. What is the role of IT in Facility Management ? What are the recent IT trends seen in Facility Management ? 20

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9. Define Project Management. Explain the process and technique of Project Management with suitable examples. 20
10. Write short notes on any *two* of the following :

2×10=20

- (a) Point-of-Sale (POS)
- (b) Ergonomics
- (c) Parking Areas and their management

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