

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

**Term-End Examination**

**June, 2025**

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

*Time : 3 Hours*

*Maximum Marks : 100*

---

**Note :** Answer any *five* questions in about  
*600 words each. All questions carry equal  
marks.*

---

1. Define facility management and explain its scope in enclosed space with examples. 20
2. Define and classify the airport runways. Discuss the runway cleaning and maintenance procedure. 20

3. Critically analyze the integration of technology in enhancing railway station operations and user services. Support your answer with suitable examples. 20
4. What are the cleaning standards in hotels ? What are the key challenges in maintaining hygiene and cleanliness standards in large-scale hotel operations ? 20
5. Differentiate between the following :  
2×10=20
- (i) Closed and Open Areas in Facility Management
  - (ii) Hospitals and Hospices
  - (iii) Scheduled *vs.* Reactive Maintenance
  - (iv) Airside and Landside of an Airport
6. Describe space optimization strategies used in educational institutions for efficient indoor environment. 20

**[ 3 ]**

7. State and describe the types of the security and access control services typically provided by facilities management for office spaces. 20
8. What are the Service Apartments ? Write the role of efficient management in service apartments. 20
9. As a facility services manager, identify and discuss the major challenges faced in managing closed indoor spaces in modern facility management. Support your answer with suitable examples. 20
10. Write short notes on any *two* the following : 2×10=20
- (a) Biowaste
  - (b) IoT (Internet of Things)
  - (c) Parking Management

× × × × ×