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BFO-003

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

Term-End Examination

December, 2023

BFO-003 : BASICS OF FACILITY MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

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

1. What do you understand by Facility Management ? What is the significance of Facility Management ? Also mention the advantages and disadvantages of Facility Management. 20
2. What do you understand by Real Estate ? What are the types of Real Estate ? What is the linkage between Real Estate and Facility Management ? 20
3. Define Ergonomics. Describe the need and advantages of Ergonomics with examples. 20

P. T. O.

4. Explain the operation of Heating, Ventilation, and Air Conditioning (HVAC) system of a building with the help of a diagram. 20
5. Write short notes on the following : 4×5=20
 - (i) Thermal Pollution
 - (ii) Rainwater Harvesting
 - (iii) Conflict Management
 - (iv) Parking Management
6. What is meant by Indoor Air Quality (IAQ) ?
What are the major causes of polluting IAQ ?
How can we improve IAQ ? 20
7. Explain the process of communication. Also mention the different medium of communication. 20
8. What do you understand by Property Management System (PMS) ? What is the linkage between Property Management System and Facility Management System ? 20
9. Discuss the Project Management Process (project life cycle). Also mention the challenges of project management. 20
10. Write short notes on any *two* of the following : 2×10=20
 - (a) Catering facilities
 - (b) Maslow's Hierarchy of Needs Theory
 - (c) Fire Detection System