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BFO–003

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

Term-End Examination

June, 2024

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. Define Facility Management. Trace the evolution of Facility Management globally as well as in India. 20
2. What do understand by Commercial facilities ? What are the types of commercial facilities and how are they managed ? 20
3. Define Space management. Discuss the design principles used in space management. 20

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4. What are the different types of Buildings ?
What is the impact of facilities on the building design ? 20
5. Differentiate between the following : 5×4=20
- (i) Residential and Commercial Facilities
 - (ii) Lease and ownership
 - (iii) Preventive and Corrective maintenance
 - (iv) Health and Hygiene
 - (v) Project Management and Facility Management
6. As a Facility Manager, how will you ensure a safe and healthy workplace for your employees ? Discuss. 20
7. What do you understand by Pollution ? Describe the different types of Pollution and their causes. 20
8. Explain the process of communication. Also mention what makes for an effective communication. 20

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9. Discuss the role of Information Technology in Facility Management. 20

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

2×10=20

- (a) Government and Public Facilities
- (b) Sources of lighting in a building
- (c) Soft Furnishing and its care