

# **Bachelor of Arts (Facility and Services Management)**

**BAFSM  
First Year – (I and II Semester)**

**BAFFSM  
First Year First Semester**

**Assignments Booklet  
(2023)**

**BFOC-101, BEGAE-182, BFO-001, BFO-002, BFO-003,  
BEGLA-136, BEVAE-181, BFO-004 and BFO-005**



**School of Tourism and Hospitality Services Management  
Indira Gandhi National Open University MaidanGarhi, New Delhi – 110 068**

**BAFSM/BAFFSM ASSIGNMENTS**  
**Bachelor of Arts (Facility and Services Management) ASSIGNMENTS**

Dear Student,

You will have to do one Tutor Market Assignment (TMA) in each of the courses in B. A. (facility and Services Management).

Before attempting the assignments please read the instructions provided in the Programme Guide for Bachelor of Arts (Facility and Services Management). In this dispatch we are sending you the Assignments for BEGAE-182, BFO-001, BFO-002, BFO-003, BEGLA-136, BEVAE-181, BFO-004 and BFO-005.

**Note:** All Assignments must be submitted in time and they should be sent to the Coordinator of your Study Centre. You must mention your Enrolment Number, Name, Address, Assignment Code and Study Centre Code on the first page of the assignment.

You must obtain a receipt from the Study Centre for the assignments submitted and retain it. If possible, keep a photocopy of the assignments with you.

After evaluation, the assignments have to be returned to you by the Study Centre. Please insist for this and keep them as a record with you. The Study Centre has to send the marks to Students Evaluation Division at IGNOU, New Delhi.

**GUIDELINES FOR DOING ASSIGNMENTS**

We expect you to answer each question in about 600 words or as mentioned in the assignments. You will find it useful to keep the following points in mind:

1. **Planning:** Read the assignments carefully. Go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
2. **Organization:** Be a little selective and analytic before drawing up a rough outline of your answer. Give adequate attention to your introduction and conclusion.  
Make sure that your answer:
  - a. is logical and coherent;
  - b. has clear connections between sentences and paragraphs; and
  - c. is written correctly giving adequate consideration to your expression, style and presentation.
3. **Presentation:** Once you are satisfied with your answer, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize.

Wishing you all the best,

Dr. Jatashankar R Tewari  
Programme Coordinator, BAFSM

**Last Date for Submission: 31<sup>st</sup> March 2024**

**FIRST SEMESTER**

**BFOC-101: INTRODUCTION TO BUILDING AND MAINTENANCE  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFOC-101  
Total Marks-100**

**Programme: BAFFSM  
Assignment Code: BFOC-101/TMA/2024**

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**Note:** This TMA consists of ten questions. **Attempt any Five question**, each carries 20 marks.

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1. What are the climatic considerations one needs to keep in mind while selecting the site for construction of building? Explain with suitable example. **20**
2. What are different types of foundation? Briefly explain about shallow foundations. **20**
3. Describe the various materials used for construction of wall. **20**
4. What is scaffolding? Describe various types of scaffolding. **20**
5. Classify doors on the bases of material used for making doors. **20**
6. Briefly Explain the following: (4X5= **20**)
  - a. Incandescent Lamp
  - b. Comfort Air-conditioning
  - c. Vermi-composting
  - d. Escalator
7. What are various sources of waste water? Briefly explain each **20**
8. What do you mean by ventilation? Describe various types of Ventilation. **20**
9. Define Maintenance? Briefly describe the functions of Maintenance Department. **20**
10. What are the various types of Floor Finishes? Briefly explain each type of floor finishes. **20**

**BEGAE-182: ENGLISH COMMUNICATION SKILLS  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BEGAE-182  
Total Marks-100**

**Programme: BAFSM  
Assignment Code: BEGAE-182/TMA/2024**

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**Note:** This TMA consists of ten questions. **Attempt all question**, each carries 10 marks.

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1. What do you understand by the term ‘non-verbal communication’? What are its advantages? **10**
2. Write a short note on Macro functions of communication. **10**
3. How do you differentiate between Group Discussions at Interviews and Group Discussions in General? **10**
4. What are “homonyms” and “homophones”? Explain with suitable examples. **10**
5. What are some of the meeting etiquettes which one must follow while attending a meeting? Also suggest ways to end a meeting. **10**
6. A construction company is planning to cut down several trees in your locality to build new flats. As the President of your Residential Association write a formal letter to the editor of your local newspaper highlighting this issue. **10**
7. You are attending an international Conference in your city. You have just met a participant from the U.S.A. Write a dialogue in 10 turns where both of you get introduced to each other and discuss your expectations from the conference. **10**
8. Write an essay on Barriers to communication. **10**
9. A group of five students have been given the topic “Environment Pollution and ways to curb it” for group discussion. Attempt a group discussion for a set of three students. **10**
10. You have been invited to speak in a webinar for high school students on the topic “Contribution of Youth in Nation building”. Write your speech in around 300 words. **10**

**BFO-001: BASICS OF MANAGEMENT  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-001**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-001/TMA/2024**

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**Note:** This TMA consists of ten questions, out of which you have to **attempt any five**. The question carries 20 marks each and should be answered in about 600 words each. Send you TMA to the coordinator of your Study Centre.

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1. What is discipline? How management is a discipline? Give suitable example. 20
2. What is delegation? What are the barriers to effective delegation? 20
3. Discuss the stages in the control process. 20
4. Write an essay on “Qualities of an effective leader”. 20
5. What do you mean by services? Describe the characteristics of services. 20
6. Write short notes on: 2X10= 20
  - a. Audience measurement on the internet
  - b. Social marketing
7. Discuss the key features and significance of organizational behaviour. 20
8. What is teamwork? Elaborate the benefits of teamwork. 20
9. Analyse the stages of “conflict process”? How many types of conflicts are there? Elaborate. 20
10. Write short notes on: 2X10= 20
  - a. Characteristics of “Organizational Culture”
  - b. Managing Stress

**BFO-002: BUILDING SERVICES AND MAINTENANCE-I  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-002**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-002/TMA/2024**

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**Note:** This TMA consists of ten questions, out of which you have to **attempt any five**. The question carries 20 marks each and should be answered in about 600 words each. Send your TMA to the coordinator of your Study Centre.

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1. Describe the various criteria for selection of location and site for construction of residential building. **20**
2. Classify materials? Explain each type with example. **20**
3. What is foundation in a building? Explain the various type of shallow and deep foundation with examples. **20**
4. Describe the various criteria for selection of construction equipment. **20**
5. Classify lintel? Explain each type with suitable example. **20**
6. What are the different types of hinges used for doors and window? Describe each type. **20**
7. What is electric shock? Describe flash and joule burn. **20**
8. What is fire? Explain various fire extinguishing equipments. **20**
9. Write a note on 'Maintenance of Tube wells'. **20**
10. What is waterproofing? Describe various methods of waterproofing. **20**

**BFO-003: BASICS OF FACILITY MANAGEMENT  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-007**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-003/TMA/2024**

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**Note:** This TMA consists of ten questions, out of which you have to **attempt any five**. The question carries 20 marks each and should be answered in about 600 words each. Send you TMA to the coordinator of your Study Centre.

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1. Define Facility Management? Briefly explain the importance of facility Management. **20**
2. Describe the functions, skills required for being a facility manager, and challenges faced by a Facility Manager. **20**
3. What is Property management System? Briefly describe various modules of PMS in Facility Management. **20**
4. What is a grapevine communication? What could be the advantages and disadvantages of grapevine communication in a facilities management set-up? **20**
5. Write an essay on 'Environmental Pollution'. **20**
6. What is First-aid? Explain the importance of first-aid. **20**
7. Define 'contract'? Classify contracts on the basis of validity, formation and performance. **20**
8. What do you mean by fire protection system? Briefly describe fire detection system. **20**
9. Explain types of Decorative lighting fixtures on the basis of their functions? **20**
10. What are different types of paints? Briefly explain each with suitable examples. **20**



**SECOND  
SEMESTER**

**BEGLA-136: ENGLISH AT THE WORK PLACE  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BEGLA-136  
Total Marks-100**

**Programme: BAFSM  
Assignment Code: BEGLA-136/TMA/2024**

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**Note:** This TMA consists of ten questions. **Attempt all question**, each carries 10 marks.

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**SECTION A**

1. Read the following passage and answer the questions below in complete **10** sentences:

The thought of public speaking fills many people with fear and anxiety. One way to overcome this is by making sure that you are familiar with your subject and content. In the case of presentations, Power Point plays an important role in guiding you through the content of your presentation with the help of headlines and graphics. When you move to a new slide, the headline prompts you about that to say next. This also helps the audience to understand what you want to convey.

Power Point also offers you the advantage of illustrating your headlines with the help of graphics like bar diagrams, pie charts, graphs, tables, pictograms etc. while these visuals help you to cope with more complex information of data, statistics and trends, they also enable the audience to comprehend intricate information on performance, comparisons, predictions more easily. In other words, they help you to gain the focused attention of your audience and alleviate your fear and anxiety.

However, a few precautions are necessary. Never fill up your slides with too many graphic elements and animation effects. These can become a source of distraction. It is best to choose simple designs.

The key thing here is preparation. Plan the outline of your presentation carefully so that it is well structured. Make sure that all your headings and subheadings are up on the slides and adequately and appropriately illustrated. Go through your slides several times so that you are absolutely familiar with them. You will generate a deep confidence that dispels anxiety and fear and helps you to enjoy your own presentation.

1. What problem do many presenters face? What solution does the speaker offer?(**4 Marks**)
2. How does Power Point help you in dealing with the content of your presentation? (**4 Marks**)
3. Give a suitable title to the passage.(**2 Marks**)

2. Use the following words in sentences of your own: **2x5= 10**
1. Persuasive
  2. Visionary
  3. Icon
  4. Philanthropic
  5. Revenue
3. Rewrite/fill in the following sentences as directed: **1x5= 05**
1. Yahoo and Rediffmail are\_\_\_\_\_.
  2. He said, “ I had already left” (Change into Indirect speech ).
  3. Her party was \_\_\_\_\_ (Use a Preposition)
  4. \_\_\_\_\_you like some help? (Use a Modal)
  5. Not \_\_\_\_word was said. (Use an article)
4. Write short notes of about 150 words each on the following topics: **5x5= 25**
1. Common trends in E-communication.
  2. Difference between a portfolio and a resume.
  3. Work Ethics
  4. Importance of good customer service.
  5. Behavioral requirements for a discussion.

### **SECTION B**

1. You are interested in applying for the position of a manager in a marketing firm. **15**  
Write an application for this position, showing how you are suitable for this job.
2. Prepare a short CV (Curriculum Vitae) clearly mentioning your career history, **15**  
skills, achievements and other relevant details.

### **SECTION C**

1. Write an outline of a presentation on the following topic: “Gender Sensitization at **10**  
the Workplace”
2. You are planning to appear for an interview for the position of a Research **10**  
Officer in a reputed institution. Write ten questions you expect to be asked and  
your responses/answers to these questions.

**BEVAE-181: ENVIRONMENTAL STUDIES  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BEVAE-181  
Total Marks-100**

**Programme: BAFSM  
Assignment Code: BEVAE-181/TMA/2024**

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**Note: Attempt all questions. The marks for each question are indicated against it.**

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**PART-A**

1. Why ecological significance of forest is more important in present day context? Explain. **08**
  
2. Answer the following questions in about 125 words each. **4X5= 20**
  - a. Explain the characteristics of Western Ghats for inclusion as Biodiversity hotspots.
  - b. Why hydropower is regarded as the best source of energy? Explain it in detail.
  - c. The importance of Biomass has been increasing day by day in our surroundings among renewable resources. Explain it with suitable examples.
  - d. How does air pollution affect the atmospheric processes?
  - e. What is Disposal of waste? Why segregation of waste is needed?
  
3. Explain the human-environment relationship by taking examples of biotic and abiotic components? **07**
  
4. “As humans civilisation progressed, man started altering the environment in the pursuit of creating an economic, social and cultural environment of his own choice. This slowly resulted in the depletion of natural resources and degradation of environment.” Explain it in context of national legislations of water acts? **07**
  
5. “Biosphere reserves are internationally recognised areas established to promote and demonstrate a balanced relationship between Humans and the Biosphere.” Elaborate this statement in the context of conservation of nature? **08**

**PART-B**

6. Explain the following terms in about 60 words each: **2X4= 08**
  - a. Seed Bank
  - b. Incineration
  - c. Biological Oxygen Demand
  - d. Public Health

7. Answer the following questions in about 150 words each. **4X5= 20**
- a. What is lentic and lotic ecosystem? Explain these two with suitable examples.
  - b. What is ecological succession? Explain the types of succession with suitable diagrams.
  - c. Explain the biocentrism and ecocentrism in context of human's attitude towards nature?
  - d. Define natural calamities and its types with suitable examples.
8. Explain the causes of ozone depletion? How do ultraviolet rays affect human health, animals, plants, micro-organisms, water and air quality? **07**
9. "Education for environmental awareness is essential for the younger generation as well as for the older generation." Explain the statement with suitable examples. **07**
10. "Water Harvesting is one of the effective measures to combat drought." Explain this statement with suitable arguments. **08**

**BFO-004: BUILDING SERVICES AND MAINTENANCE-II  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-004  
Total Marks-100**

**Programme: BAFSM  
Assignment Code: BFO-004/TMA/2024**

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**Note:** This TMA consists of ten questions, out of which you have to attempt any five. The question carries 20 marks each and should be answered in about 600 words each. Send you TMA to the coordinator of your Study Centre.

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1. What do you mean by ‘elevator’? Explain the role of safety devices in functioning of elevators. **20**
2. Define air-conditioning. Explain comfort and industrial air-conditioning. **20**
3. Define maintenance. Explain factors influencing the selection of maintenance policy. **20**
4. Write a note on ‘Group Replacement Policy’. **20**
5. Briefly explain 5S Kaizen. **20**
6. Classify timber with suitable examples. **20**
7. Write a note on ‘Manufacturing defects in steel’. **20**
8. Write a note on ‘defects in sanitary fitting during manufacturing stage’. **20**
9. What are the different fractures causing cracks? Explain each with example. **20**
10. List the causes of dampness and briefly explain each. **20**

**BFO-005: FIRE SAFETY IN FACILITIES  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-005**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-005/TMA/2024**

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**Note:** This TMA consists of ten questions, out of which you have to attempt any five. The question carries 20 marks each and should be answered in about 600 words each. Send you TMA to the coordinator of your Study Centre.

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1. Outline the characteristics of Fire. Also discuss the various causes of fire. **20**
2. Describe the properties of hazardous chemicals. Discuss how hazardous chemicals can be handled effectively. **20**
3. What is the importance of conducting a Fire Risk Assessment? Explain the types of Fire Risk Assessment. **20**
4. Identify the factors which need to be considered while selecting fire detectors. Explain the different types of Smoke detectors. **20**
5. What are the responsibilities of Firemen? Describe the sequence of actions firemen take once they arrive at a fire scene. **20**
6. Explain the need and approaches for retrofitting fire safety system in buildings. **20**
7. What are the three distinct features of 'Means of Egress'? Enlist the guidelines for exit illumination and signage. **20**
8. How does fire affect the nearby environment? Describe the major pollutants released/produced during an event of fire? **20**
9. What are the common causes of fire in multi-residences and apartment buildings? Explain the fire prevention and protection measures that can be adopted in such buildings. **20**
10. Write short notes on the following: **4x5= 20**
  - a. Chain reaction of a typical LPG BLEVE
  - b. Fire Precautions steps in High Rise Buildings
  - c. Common perceptions that people may have during a fire
  - d. Fire Permits and License