Bachelor of Arts
(Facility and Services Management)

BAFSM
Second Year –Fourth Semester

Assignments Booklet
(2023-B)

BFO-009, BFO-010, CIT-002, and BFO-011

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THE PEOPLE'S UNIVERSITY

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

BAFSM 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 CIT-001, BFO-006, BFO-007, and BFO-008

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: 31st March 2024

CIT-002 INTRODUCTION TO INFORMATION TECHNOLOGY
(TUTOR MARKED ASSIGNMENTS)

Course Code : CIT-002   **Course Title : Introduction to information Technology**
Programme Code: BAFSM   **Assignment Number: CIT/CIT-002/Assign/2023-24**
Maximum Marks: 25   **Last Dates For Submission: 31ˢᵗ March 2024**

There are four questions in this assignment. Answer all the questions. The examples, whenever asked to be given, should be different from those that are discussed in the corresponding course material.

Question 1:Covers Block 1)   **(6 Marks)**
(a) How information is obtained from Data? Explain with the help of an example. How is knowledge different from information? Explain the quality and value of information.
(b) What is ICT? How is ICT useful in the present time? What is the digital divide and how it can be reduced?
(c) Define the term digital identity. Why do you need digital identity in cyberspace? How can you verify digital identity? What are the different cyber crimes that can be committed if the digital identity of a person is revealed?

Question 2: (covers Block 2)   **(2+1+2+2=7 Marks)**
(a) What is e-commerce? What are its advantages and disadvantages? Explain the terms Digital Certificate and SSL in the context of ecommerce.
(b) What is e-Governance? Explain the features of any two e-Governance projects in India.
(c) What are the advantages of e-learning? Explain the features of any three interactive tools of e-learning.
(d) List the applications of ICT in the health sector. Explain the features of any two of these applications.

Question 3: (Covers Block 3)   **(6 marks)**
(a) List the modules that may be required to design an inventory management system. Explain different phases of MIS development.
(b) Explain the following components of an MIS.
i) Purchasing
ii) Quality Control
(c) List the features of the following IT projects in India – NICNET, ERNET.

Question 4: (Covers Block 4)   **(6 marks)**
(a) What are the basic components of an embedded system? Explain the classification of embedded systems.
(b) Explain the following in the context of HCI:
(i) Controls in the context of GUI (ii) Voice User Interfaces (iii) Hypermedia
(c) What is Computer Vision? What are the technical challenges in the context of computer vision? Explain.

BFO-006: PROFESSIONAL ETHICS
(TUTOR MARKED ASSIGNMENTS)

Course Code: BFO-006 **Programme: BAFSM**
Total Marks-100 **Assignment Code: BFO-006/TMA/2024**

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.

1. Write a short note on the development of ethics in the western philosophy. **20**

2. What is moral relativism? How is moral relativism different from moral absolutism? **20**

3. What is Moral law? Why do we need to act in accordance with Moral law? **20**

4. Discuss in brief the major criticisms against Virtue Ethics. **20**

5. What is moral anti-realism? What are the different types of moral anti-realism? **20**

6. Discuss the problem of moral content with reference to three models discussed by Tom L. Beauchamp in "The Nature of Applied Ethics." **20**

7. What is climate change? Who is going to be affected by climatic changes? **20**

8. What is technology? Examine the role of innovation in technology? Give suitable examples. **20**

9. Whatkeyissuesaretobeethicallytakencareofbythejournalistsinanystoryofprintmedia? **20**

10. Write an essay on "Ethics at workplace"? **20**

BFO-007: SAFETY & SECURITY IN FACILITIES
(TUTOR MARKED ASSIGNMENTS)

Course Code: BFO-007 **Programme: BAFSM**
Total Marks-100 **Assignment Code: BFO-007/TMA/2024**

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. How does IoT and AI bring physical security into the digital world? Explain with **20** examples.

2. Crowd Management should be properly planned in an entertainment area. Elaborate **20** your answer with examples.

3. What are the best practices to implement a robust, comprehensive operational **20** security program?

4. Explain in details on the significance ofPersonal Protective Equipment. **20**

5. Define First Aid. What are the responsibilities of a First Aid Provider? **20**

6. What is PPE? Why PPEs are required in industrial safety? **20**

7. Why HACCP is important for food retail business? **20**

8. Discuss the importance of safety & security in transport network systems. **20**

9. Which points should be kept in mind while designing the F&B Outlet? **20**

10. What is the role of NECI provided by the Bureau of Indian Standards? **20**

BFO-008: MANAGING HOUSEKEEPING SERVICES
(TUTOR MARKED ASSIGNMENTS)

Course Code: BFO-008   **Programme: BAFSM**
Total Marks-100   **Assignment Code: BFO-008/TMA/2024**

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.

1. What do you mean by term 'housekeeping'? Explain the role of housekeeping **20** department in facilities and hotel?

2. List the qualities and attributes of housekeeping personals.   **20**

3. Write a detailed note on 'Cleaning Agents'.   **20**

4. Write a note on 'Types of Cleaning Equipment'.   **20**

5. What do you mean by pest control? Describe some common pests you may find in **20** houses.

6. What is composting? Describe the benefits of composting in hotel waste **20** management.

7. Write a note on 'Garden Wildlife'.   **20**

8. Write a note on 'Objectives of Interior Designing'.   **20**

9. What are the different types of lighting? Briefly explain.   **20**

10. Define ergonomics. Sketch the importance of ergonomics in housekeeping.   **20**