

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

**BAFSM
First Year**

**Assignments Booklet
(2022)**

**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 Maidan Garhi,
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 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) **Organisation:** 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 emphasise.

Wishing you all the best,

Dr. Jatashankar R Tewari
Programme Coordinator, BAFSM

ASSIGNMENT SUBMISSION SCHEDULE

Courses	Last Date for July 2022 Session	Last Date for January 2023 Session
BEGAE-182, BFO-001, BFO-002, BFO-003, BEGLA-136, BEVAE-181, BFO-004 and BFO-005	April 15, 2023	April 15, 2023

BEGAE-182: ENGLISH COMMUNICATION SKILLS
(TUTOR MARKED ASSIGNMENT)

Course Code: BEGAE-182
Total Marks: 100

Programme: BAFSM
Assignment Code: BEGAE-182/TMA/2023

Note: This TMA consists of three sections. Attempt all questions as per directions contained in each section. Marks are allotted to each question. Send you TMA to the coordinator of your Study Center.

Section A

1. Write short notes on any four (150 words): (4 x 5 = 20)
- a) Verbal Communication
 - b) Essentials of a Good Group Discussion
 - c) Characteristics of a Good Communication
 - d) Homonyms and Homophones (with suitable examples)
 - e) Preferred techniques of Reading for understanding a text.

Section B

1. An International Conference is being organized by your institute. There are participants from different parts of the world. You happen to meet one such participant from London. Write a series of 8 (eight) dialogues exchanged between the two of you introducing yourself, your country and the socio-political situation of your countries during Pandemic. (10)
2. Make a presentation on the topic (any one). (10)
- i. Online Education
 - ii. Education during Pandemic
 - iii. Effect of Pollution on Health
 - iv. Global Warming
 - v.

Section C

1. How can one be an active participant in a meeting? Discuss some of the etiquettes that must be followed while attending a meeting. (10)
2. List three recommendations on how a meeting should end and what should happen after a meeting. (10)
3. Distinguish between 'Silent Reading' and 'Reading aloud'. Also explain the two techniques of reading needed for the proper understanding of a text. (10)
4. Explain the importance of shared assumptions between writer and reader. (10)
5. What is meant by efficient Reading? What are the characteristics of reading? (10)
6. A group of four students have been given the following topic for group discussion (any one): (10)
- a. Climate Change
 - b. Health & Pandemic
- Write out the discussion giving at least 3 turns to each student.

BFO-001 BASICS OF MANAGEMENT
(TUTOR MARKED ASSIGNMENT)

Course Code: BFO-001
Total Marks: 100

Programme: BAFSM
Assignment Code: BFO-001/ TMA/ 2023

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.

1. How can you define “Management”? Elaborate the scope of management by giving suitable examples. (20)
2. What is centralization and decentralization? Describe merits and limitations of centralisation and decentralization. (20)
3. Discuss characteristics and importance of control. (20)
4. What is leadership? Describe importance of managerial leadership. (20)
5. Write an essay on “Marketing Concepts”. (20)
6. Write short notes on: (10x2= 20)
 - a) Consumerism
 - b) Social Marketing
7. Analyze different aspects of communication. How one can build effective communication in an organization. (20)
8. Describe different steps of negotiation process. (20)
9. Write short notes on: (10x2= 20)
 - Lewin’s three step model
 - Kotter’s Eight step plan
10. Elaborate techniques of organizational development. (20)

BFO-002 BUILDING SERVICES AND MAINTENANCE-I
(TUTOR MARKED ASSIGNMENT)

Course Code: BFO-002

Total Marks: 100

Programme: BAFSM

Assignment Code: BFO-002/ TMA/ 2023

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.

1. Explain the climatic consideration for selection of site. 20
2. What are the various elements of climate? Explain in detail. 20
3. Write Short notes on following: 20
 - a. Energy Conservation in Building
 - b. Floor Traps
 - c. Natural and Man-made Materials
 - d. Water Filtration
4. What do you mean by foundation? What are the different types of foundation? Explain each with suitable example. 20
5. What are the different types of lintels? Explain each in detail. 20
6. What are the different types of doors? Explain each type. 20
7. Write a note on 'Floor Finishes'. 20
8. What is UPS? What are the different types of UPS? Explain each. 20
9. Write a note on 'Fire Hydrant System'. 20
- 10 Write Short notes on following: 20
 - a. Causes of Dampness
 - b. Mortars
 - c. Terrazzo Flooring
 - d. Types of Stairs

BFO-003 BASICS OF FACILITY MANAGEMENT
(TUTOR MARKED ASSIGNMENT)

Course Code: BFO-003
Total Marks: 100

Programme: BAFSM
Assignment Code: BFO-003/ TMA/ 2023

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.

1. Define 'Facility Management'? Explain the importance of Facility Management. **20**
2. What do you mean by commercial facilities? Explain various types of commercial facilities with suitable examples. **20**
3. List various acts related to environment protection and briefly explain salient features of the Environment Protection Act, 1986. **20**
4. What is paint? List down the different types of paints? List merits and demerits of different types of paints. **20**
5. Write short note on: **(4x5=20)** **20**
 - a. Grand Tour
 - b. Types of Sports Facilities
 - c. Types of Window
 - d. Types of Carpet
6. What do you mean by outsourcing facility management services? List the advantages of outsourcing services. **20**
7. Define hygiene? Differentiate between cleaning and sanitizing. List the importance of personal hygiene **20**
8. What are the different types of waste? Briefly explain the disposal technique of each type of waste. **20**
9. Define communication? Explain various types of communication with examples. **20**
- 10 Write short note on: **(2X10=20)** **20**
 - a. Advantages of Ergonomics
 - b. Types of Maintenance

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

Course Code: BEGLA-136
Total Marks: 100

Programme: BAFSM
Assignment Code: BEGLA-136/ TMA/ 2023

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.

SECTION A

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

Although economic roles between men and women have become more similar over time, sex differences are still prevalent and tensions still exist in the workplace.

Organizations across countries are increasingly implementing nondiscriminatory hiring practices where women are given opportunities equal to men. We do find that there are certain types of jobs such as those of police officers, fire fighters, truck drivers, etc., which are generally preferred by men, and there are other occupations like nursing, teaching, etc., which are preferred by women. These are personal preferences which may be dictated by nature or the way boys and girls are nurtured. However, it is the duty of organizations to give equal opportunities to people of both sexes, based only on a person's credentials.

Although the number of women in all types of work fields has been steadily rising, there is still a gap between women and men regarding compensation for producing similar work in many fields. Also since women are the primary care givers at home, the entire workforce needs to be sensitized to certain needs that may arise from time to time as a result of the dual role they are necessitated to play throughout life. Additionally, their vulnerability where personal security is concerned needs to be understood and taken care of.

- | | |
|--|-----------|
| i. What is your opinion about the kind of challenges women face at the workplace? | 4 |
| ii. How do you think their organizations can help them in overcoming these challenges? | 4 |
| iii. Give a suitable title to the passage. | 2 |
|
 | |
| 2. Use the following words in sentences of your own: | (2x5= 10 |
| i. Prevalent | |
| ii. Discriminatory | |
| iii. Credentials | |
| iv. Vulnerability | |
| v. Compensation | |
|
 | |
| 3. Rewrite the following sentences as directed: | 1.25X5= 5 |
| 1. Sometimes in the _____ (consultant, competitive) world today jobs | |

are not advertised. (Use the correct word from those given in the brackets)

2. A person who is always on time. (Give an appropriate adjective)
3. The skill of _____ (read) and _____ (write) in English is essential for an office boy's job here. (Complete the sentence using gerunds)
4. The _____ (type) letters are ready for dispatch (Complete the sentence using an appropriate participle)

Write short notes of about 150 words each on the following topics: **(5X5= 25)**

1. Body Language during an Interview
2. Organizing a Portfolio
3. Etiquette
4. Gender Perceptions
5. Cultural Awareness in a Multicultural Workplace.

SECTION B

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

SECTION C

1. Write an outline of a presentation on the following topic: "The Biggest Threat to the Environment of the Place you Live in". **10**
2. You are planning to appear for an interview for the position of a Project Head in a reputed institution. Write out ten questions you expect to be asked and your responses/answers to these questions. **10**

**BEVAE-181 ENVIRONMENTAL STUDIES
(TUTOR MARKED ASSIGNMENT)**

Course Code: BEVAE-181
Total Marks: 100

Programme: BAFSM
Assignment Code: BEVAE-181/ TMA/ 2023

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.

PART-A

1. “Sustainable development is an ideal goal towards which all human societies need to be moving” Justify the statement in about 250 words **20**
2. Differentiate between the following terms by giving suitable examples in about 125 words each: **20**
 - a. Genetic and species diversity
 - b. Direct and indirect use value of biodiversity
3. Answer the following questions in about 150 words each. **20**
 - a. What is biodiversity hotspot? Why is India considered as a mega biodiversity hotspot?
 - b. Describe the life forms of aquatic ecosystem found in different zones with suitable examples and diagrams.
 - c. Differentiate between the surface and ground water. Describe the factors responsible for degradation of water.
 - d. Write a short note on nitrogen cycle with the help of a diagram.
4. Why is there a need for participatory forest management? How does Forest Right Act, 2006 helps tribal and forest dwellers? Explain with suitable examples in about 200 words. **20**
5. Critically evaluate non-polluting energy systems in India. Elucidate your answer with suitable examples in about 200 words. **20**

PART-B

6. Explain the following terms in about 60 words each: **20**
 - (a) Environmental Justice
 - (b) Agenda 21
 - (c) Greenhouse Effect
 - (d) Climate change
7. Answer the following questions in about 150 words each. **20**
 - (a) Explain any four impacts of improper waste disposal with suitable examples.
 - (b) What is Ozone Layer Depletion? Describe its effects.
 - (c) Describe the role of Central Pollution Control Board (CPCB) as an institution for monitoring the pollution levels of environment.
 - (d) How do collective actions help in addressing environmental issues and concerns? Explain.
8. “Protected areas play a very important role in in-situ conservation of species.” Elucidate the statement with respect to present day context in about 200 words. **20**
9. ‘Polluted water is a threat to our health and survival of life forms’ Explain it with respect to different agents of water pollutants in about 200 words. **20**
10. How do natural disasters as floods and cyclones adversely affect the lives and properties? Explain your answer with suitable examples in about 250 words. **20**

BFO-004 BUILDING SERVICES AND MAINTENANCE-II
(TUTOR MARKED ASSIGNMENT)

Course Code: BFO-004
Total Marks: 100

Programme: BAFSM
Assignment Code: BFO-004/ TMA/ 2023

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.

1. What are the various methods of maintenance? Explain each with suitable examples. **20**
2. What do you mean by term dampness? List and explain various causes of dampness. **20**
3. What are the common defects in flooring? Explain each with example. **20**
4. What are the various types of manufacturing defect in steel? Briefly explain. **20**
5. What do you mean by seasoning of timber? List the advantages of seasoning of timber. **20**
6. Write short note on: **(4X5=20)** **20**
 - a. Refrigerant
 - b. Repair of Floors
 - c. Use and care of Tools
 - d. Bib Tap and Stop Cock
7. Describe macrostructure of wood with suitable illustration. **20**
8. Briefly explain the 'Group Replacement Policy'. **20**
9. What are different types of 'Kaizen'? Explain each with examples. **20**
10. Write short note on: **(2X10=20)** **20**
 - e. Water Proofing
 - f. Types of stairs in Concrete

BFO-005 FIRE SAFETY IN FACILITIES
(TUTOR MARKED ASSIGNMENT)

Course Code: BFO-005
Total Marks: 100

Programme: BAFSM
Assignment Code: BFO-005/ TMA/ 2023

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.

1. What do you understand by fire and fire safety? List the Grades of Fire and explain the Fire triangle concept. **20**
2. Explain the importance of fire detection devices and the principle of automatic fire detectors. **20**
3. Explain electrical fire controls and preventions and discuss the elements of a Fire Prevention programme. **20**
4. What are fire extinguishers? Describe the various types of Fire Extinguishers. **20**
5. Explain the need and approaches for retrofitting fire safety system in buildings. **20**
6. Discuss the steps in Fire Safety Management. **20**
7. Outline specific Fire safety provision to be considered for Operation Theatre. Discuss important considerations in determining the category and quantum of means of escape in hospitals. **20**
8. Explain the various categories of multi-residences and apartment buildings. Elaborate the common causes of fire in such buildings. **20**
9. Enumerate the importance of regular fire safety inspections of work places. Prepare a Fire Safety Inspection Check List. **20**
- 10 Write short notes on the following: **(4x5=20)** **20**
 - a. Flammable and Combustible substances
 - b. Fire Drills
 - c. Role of Fire Fighters
 - d. Environmental Impact of Fire