

Bachelor of Arts (Facility and Services Management)

**BAFSM
SECOND YEAR
Third Semester
&
Fourth Semester**

**Assignments Booklet
(2023-A& B)**

CIT-001, BFO-006, BFO-007, BFO-008
BFO-009, CIT-002, BFO-010 & BFO-011



**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 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: 30th April 2024

Course Code : CIT-001
Course Title : Fundamentals of Computer Systems
Assignment Number : CIT/CIT-001/ASSIGN/2023-24
Maximum Marks : 25
Last Dates for Submission : 15th April, 2024

There are four questions in this assignment, which carry 25 marks. Answer all the questions. You may use illustrations and diagrams to enhance the explanations. Please go through the guidelines regarding assignments given in the CIT Programme Guide. The examples, whenever asked to be given, should be different from those that are discussed in the corresponding course material.

Question 1:

- a. What is a computer system? Explain central processing unit (CPU) of computer system. **(4 marks)**
- b. What is storage devices? Briefly explain the various types of storage devices. **(2 marks)**

Question 2:

- a. What is Software? Explain job of operating system. **(3 marks)**
- b. What is a Flowchart? How to draw Flowchart? Explain with the help of an example. **(3 marks)**
- c. Write a C program for finding whether a given number is even or odd. **(2 marks)**

Question 3:

- a. What is computer network? Write classification of networks with illustration. **(2Marks)**
- b. Explain following network devices: **(2 marks)**
 - i. Bridge
 - ii. Repeater
 - iii. Switch
 - iv. Router
- c. What is network topology? Explain star and mesh topology with the help of suitable diagrams. **(2 marks)**

Question 4:

- a. Explain use of Firewall and Packet Filtering. **(3 marks)**
- b. What is need of Network Security? Explain Integrity, Confidentiality and Availability in relation to Information Security. **(2 marks)**

**BFO-006: PROFESSIONAL ETHICS
(TUTOR MARKED ASSIGNMENTS)**

Course Code: BFO-006
Total Marks-100

Programme: BAFSM
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. What key issues are to be ethically taken care of by the journalists in any story of printmedia? **20**
10. Write an essay on “Ethics at workplace”? **20**

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

Course Code: BFO-007
Total Marks-100

Programme: BAFSM
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.

1. How does IoT and AI bring physical security into the digital world? Explain with examples. **20**
2. Crowd Management should be properly planned in an entertainment area. Elaborate your answer with examples. **20**
3. What are the best practices to implement a robust, comprehensive operational security program? **20**
4. Explain in details on the significance of Personal 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
Total Marks-100

Programme: BAFSM
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 department in facilities and hotel? **20**
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 houses. **20**
6. What is composting? Describe the benefits of composting in hotel waste management. **20**
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**

Semester -IV

**BFO-009:HUMAN RESOURCE MANAGEMENT
(TUTOR MARKED ASSIGNMENT)**

Course Code: BFO-009
Total Mark: 100

Programme: BAFSM
Assignment Code: BFO-009/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**. Send your TMA to the Coordinator of your Study Centre.

1. What are the objectives of Human Resource Accounting (HRA)? Explain the key factors to be addressed during Human Resource Accounting. **(20)**
2. Define Human Resource Planning? How human resource planning can be implemented in the hospitality industry for its successful operations? **(20)**
3. What is Performance Appraisal? List the various methods of Performance Appraisal. **(20)**
4. Discuss the primary functions of a Human Resource Information System (HRIS). **(20)**
5. What do you mean by Counselling? Discuss the skills of a Counsellor. **(20)**
6. Discuss the key components of an effective Human Resource Development Strategy. How do they contribute to organizational success? **(20)**
7. Write short notes on any two of the following: **(10X2=20)**
 - a) Job Analysis
 - b) Job Evaluation
 - c) Job Enrichment
8. What are the components of a comprehensive compensation strategy? How does effective salary administration contribute to attracting, retaining, and motivating employees within an organization? **(20)**
9. What is the purpose of conducting a Human Resource Audit in an organization? What are the main areas typically assessed during the audit process? **(20)**
10. What do you mean by Task Analysis? Why is task analysis significant for an organization? **(20)**

Course Code	: CIT-002
Course Title	: Introduction to Information Technology
Assignment Number	: CIT/CIT-002/ASSIGN/2023-24
Maximum Marks	: 25
Last Dates for Submission	: 15th April, 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)

- 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.
- What is ICT? How is ICT useful in the present time? What is the digital divide and how it can be reduced?
- 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)

- What is e-Commerce? What are its advantages and disadvantages? Explain the terms Digital Certificate and SSL in the context of eCommerce.
- What is e-Governance? Explain the features of any two e-Governance projects in India.
- What are the advantages of e-learning? Explain the features of any three interactive tools of e-learning.
- 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)

- List the modules that may be required to design an inventory management system. Explain different phases of MIS development.
- Explain the following components of an MIS.
 - Purchasing
 - Quality Control
- List the features of the following IT projects in India – NICNET, ERNET.

Question 4: (Covers Block 4) (6 marks)

- What are the basic components of an embedded system? Explain the classification of embedded systems.
- Explain the following in the context of HCI:
 - Controls in the context of GUI
 - Voice User Interfaces
 - Hypermedia
- What is Computer Vision? What are the technical challenges in the context of computer vision? Explain.

(TUTOR MARKED ASSIGNMENT)
BFO-010 HYGIENE, SANITATION AND WASTE MANAGEMENT

Course Code: BFO-010
Total Mark: 100

Programme: BAFSM

Note: This TMA consists of **ten questions**, out of which you have to **answer any five**. The questions carry **20 marks each** and should be answered in about **600 words**.

1. What do you understand by occupational hygiene or industrial hygiene? Explain the job-related hazards in occupational hygiene. 20
2. Discuss the various type of Sanitation and the impact of Swachh Bharat Mission in transforming India's sanitation landscape. 20
3. Enumerate the general signs of pest infestation and the impact of pest infestation. Describe any two methods of pest control. 20
4. Explain the different types of cleaning agents. Outline the actions of an ideal cleaning agent. 20
5. Explain the following four important concepts in Solid waste management-i) Source reduction ii) Reuse iii) Resource recovery and iv) Material transformation (5+5+5+5=20)
6. Explain how 'legislation' helps in controlling waste. 20
7. Discuss the different types of waste generated in a shopping mall. Suggest strategies for reducing these waste generations. 20
8. Discuss the food safety regulations in the Indian context. 20
9. 'The satisfaction of guests is contingent on the meticulous and regular execution of sanitation practices within the hotel'. Comment on this statement highlighting the relevant practices adopted by hotels. 20
10. Write short notes on the following: (4x5=20)
 - a) Relationship between Health, Hygiene and Sanitation
 - b) Wastewater treatment
 - c) Role of a sanitary officer in a hospital
 - d) HACCP

(TUTOR MARKED ASSIGNMENT)
BFO-011 MANAGING FACILITIES-I (CATERING FACILITIES)

Course Code: BFO-011
Total Mark: 100

Programme: BAFSM

Note: This TMA consists of **ten questions**, out of which you have to **answer any five**. The questions carry **20 marks each** and should be answered in about **600 words**.

1. Write a brief note on initiatives for promoting tourism by the government of India. 20
2. State five reasons why guest complaint. Discuss steps involved in handling complaints. 20
3. Explain in brief importance of computer applications in catering technology? 20
4. What do you understand by the term TQM? Enlist key Principles & Benefits of TQM. 20
5. What are the techniques for cost control and for reducing expenses in catering technology? 20
6. Explain the elements of a marketing concept. Why is marketing for services different from marketing products? 20
7. Define training. Discuss techniques adopted to impart on-the-job training. 20
8. What are the precautions to be taken while storing beverages? Give an example of how a bin card is used in cellar. 20
9. Briefly explain the step by step process of menu development. 20
10. Brief about the miscellaneous equipment's or materials used in the catering industry. 20