

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

**BAFSM  
First Year, Second Year and Third Year**

**Assignments Booklet  
(2025)**



**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)

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,

**Prof. (Dr.) Paramita Suklabaidya  
and Dr. Jatashankar R Tewari  
Programme Coordinator, BAFSM**

### Last Date of Submission of Assignments

Session	Last date of submission	Place of submission
For June Term End Examination 2025	30 <sup>th</sup> April 2025	Coordinator of the <b>Student Study center</b>
For December Term End Examination 2025	30 <sup>th</sup> October 2025	Coordinator of the <b>Student Study center</b>

# **SEMESTER-V**

**BFO-015: MANAGING FACILITIES-II (ACCOMMODATION  
FACILITIES)  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-015**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-015/TMA/2025**

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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. List the major operational areas in a hotel and briefly describe each. 20
2. Discuss the emerging trends in the accommodation sector, including sustainable practices, digital transformation, and personalized guest services. How are these trends shaping the future of hospitality? 20
3. What are the various sections of hotel front office? Briefly explain the functions of Concierge. 20
4. List the various positions in hotel front office. Briefly describe the duties and responsibilities of Night Auditor. 20
5. How has the use of computers improved the efficiency of managing reservation queries? 20
6. How should front desk staff handle the check-out process for different types of guests, such as business travelers, families, and VIP guests? 20
7. Briefly explain the cleaning procedure of metals like Silver and Brass. 20
8. Write a note on 'Personal Hygiene of Kitchen Staff'. 20
9. Describe how the storing and issuing procedures of food and beverages contribute to the overall quality control in an establishment. 20
10. Explain the importance of quality in food and beverage operations with examples. 20