

Bachelor of Arts (Facility and Services Management)

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

**Assignments Booklet
(2025)**

**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 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 th April 2025	Coordinator of the Student Study center
For December Term End Examination 2025	30 th October 2025	Coordinator of the Student Study center

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

Course Code: BEGAE-182
Total Marks-100

Programme: BAFSM
Assignment Code: BEGAE-182/TMA/2025

Note: Question No. 1 is compulsory. Answer any four questions from section B.
Answer any two questions from section C

Section A

1. Write short notes on any four of the following. 20
- a) Homophones
 - b) Stress and Intonation
 - c) Style
 - d) Silence and its Role in Communication.
 - e) Macro functions of communication

OR

2. a) Substitute the word nice in the following paragraph. Change sentence construction, if necessary.

It was a nice morning.

We went out for a nice picnic to a nice park near our house.

The food was nice and we played nice games.

We enjoyed the nice outing. 10

- 2 b) What are the different meanings of the word light? Use the word in sentences to bring out the different meanings. 10

Section B

3. Discuss the difference between conversation and other speech events. Give examples. 10
4. Which mode of communication would you adopt in the following situations? 10
- a) The message is urgent.
 - b) The message is important and lengthy.
 - c) The message sent should be available in the records.
 - d) You have to consult your boss, who is out of town, urgently and make a quick decision.
5. Given below are some phrases. How will you make them sound less impersonal? 10
- a) The customers will appreciate the fact that the company is giving a 10% discount on computers this month.
 - b) Further to your recent communication, please find enclosed the requested quotation.
 - c) If the customers have any further questions they should contact the company at 9886745612.
 - d) It was discovered that the salary totals were incorrect.
 - e) The list of the names and the number of people attending the course has not been finalized.
6. a) Rewrite these wordy phrases in simpler English. 10
- 1) In the course of ...
 - 2) During such time that ...

- 3) In spite of the fact that ...
- 4) Anything over and above this ...
- 5) For a period of 14 days ...
- 6) Up to a maximum of four people ...
- 7) It would be appreciated if you would...
- 8) I am writing with reference to....
- 9) At this moment in time ...
- 10) In accordance with your request ...

7. Try to write the following sentences in simpler English: (Any 5) 10

- a. The duty of a clerk is to check all incoming mail and to record it.
- b. The current focus of the medical profession is disease prevention.
- c. A shortage of tellers at our branch office on Friday and Saturday during rush hours has caused.
- d. Customers to become dissatisfied with the service.
- e. She has the ability to influence the outcome.
- f. It is necessary that we take a stand on this pressing issue.

SECTION- C

Answer any 2 questions from this section.

8. Here is a beginning for a paragraph (of definition). Complete the paragraph by explaining both the positive and negative sides of liberty as you perceive it. 15

In the dictionary, liberty is defined as freedom from external restraints or compulsion. The definition is not incorrect but is too narrow, because liberty means freedom from having to do something, as well as freedom to do something. In this sense, liberty may be said to possess two sides – a positive and a negative.

9. You have been asked by a Tourist/Travel Magazine to introduce your City/ Town/Village to foreign visitors. Write a physical description, including the location, layout, geographical and architectural features. Some reference to history may be appropriate. Your description must make your area sound interesting and attractive as a tourist destination. Write in 200 words. 15

10. In what sense is reading called “a psycholinguistic guessing game”? Explain. How is one ‘selective’ in reading? What are the four levels of comprehension? Mention any two interpretive abilities with examples. 15