

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

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

Course Code: BEGLA-136
Total Marks-100

Programme: BAFSM
Assignment Code: BEGLA-136/TMA/2025

SECTION A

Answer all the given questions.

5x4=20

1. Write short notes on the following:
 - a) Types of customers at the workplace
 - b) Characteristics of Work Ethics.
 - c) Common Trends in E Communication
 - d) Behavior Code at the Workplace.

SECTION B

10x4=40

1. Briefly write about your dream job and how you plan to make it a reality?
2. Discuss the importance of body language during interviews.
3. Make a presentation for your organization on why you think it is essential to have a portfolio while apply for a position in an organization.
4. You are interested in applying for the position of a web designer in a company. Write a covering letter for this position, showing how you are suitable for the job.

SECTION C

20X2=40

1. Prepare a CV (Curriculum Vitae) for a job you wish to apply for, mentioning your qualifications, work experience achievement etc. relevant to the job.
2. You are planning to appear for an interview for the position of a English Language Trainer in a reputed institution. Write out ten questions you expect to be asked and your answers to these questions.