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

**BAFFSM  
First Year, Second Year and Third Year**

**Assignments Booklet  
(2026)**

**BFO-003, BFOC-101, BFO-005, BFO-007, BFO-008,  
BFO-010, BFOC-102, BFO-014 , BFO-017, BFO-018**



**School of Tourism and Hospitality Services Management  
Indira Gandhi National Open University Maidan Garhi, New Delhi – 110068**

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## **BAFFSM 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 BFO-003, BFOC-101, BFO-005, BFO-007, BFO-008, BFO-010, BFOC-102, BFO-014 , BFO-017, BFO-018.

**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**  
**Prof. (Dr.) Jatashankar R Tewari**  
**Programme Coordinator, BAFFSM**

### **Last Date of Submission of Assignments**

<b>Session</b>	<b>Last date of submission</b>	<b>Place of submission</b>
<b>For June Term End Examination 2026</b>	30 <sup>th</sup> April 2026	Coordinator of the <b>Student Study center</b>
<b>For December Term End Examination 2026</b>	30 <sup>th</sup> October 2026	Coordinator of the <b>Student Study center</b>

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# SECOND YEAR

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**BFO-008: MANAGING HOUSEKEEPING SERVICES  
(TUTOR MARKED ASSIGNMENT)**

**Course Code: BFO-008**

**Programme: BAFFSM**

**Total Marks: 100**

**Assignment Code: BFO-008/TMA/2026**

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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. Submit your TMA to the coordinator of your Study Centre.

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1. Briefly describe the qualities and attributes of housekeeping personnel in hospitality facilities. **20**
2. Discuss different types of polishes used in housekeeping department and how they are different from each other? **20**
3. What do you understand by the term “Interior Decoration”? Explain the importance of lighting in Interior Decoration in accommodation facility. **20**
4. Explain the role of Public area supervisor in maintaining the cleanness in a accommodation facility. **20**
5. Explain in brief the common pests and insects found in accommodation facility and how they can be eradicated? **20**
6. List the public areas in the super market and malls and explain the importance of cleaning in the large retail facilities like malls? **20**
7. What are the various elements of design? Briefly explain each with suitable examples. **20**
8. Describe the procedure of selection of plants for landscaping for shopping mall. **20**
9. Explain briefly different types of manual equipment used by hotel housekeeping. **20**
10. Explain the role of horticulture and gardening in upkeep of accommodation, office and catering facilities. **20**