
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**

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

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

THIRD YEAR

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

Course Code: BFO-015
Total Marks-100

Programme: BAFFSM
Assignment Code: BFO-015/TMA/2026

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. Describe the origin and development of Hospitality Industry in India. **20**
2. Define “quality: and explain its various dimensions, including fitness for purpose and customer satisfaction. **20**
3. What are the potential consequences of not following a standard purchasing procedure in food and beverage establishments? **20**
4. Briefly describe the importance of Housekeeping department in an accommodation unit. **20**
5. Briefly explain the various pots and pan, tools and measuring equipment used in kitchen. **20**
6. Write a short note on ‘Importance of Hygiene and Sanitation in Kitchen’. **20**
7. Briefly describe duties and responsibilities of Executive Chef in catering industry. **20**
8. Write a note on ‘Wash Cycle’. **20**
9. Write short note on: **(2 X 10= 20)**
 - a. Importance of Laundry operations in hotels
 - b. Types of Flower Arrangements
10. Explain the four stages of guest cycle with example. **20**