

# **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-VI

**BFO-016: EMERGENCY PREPAREDNESS  
(TUTOR MARKED ASSIGNMENTS)**

**Course Code: BFO-016**  
**Total Marks-100**

**Programme: BAFSM**  
**Assignment Code: BFO-016/TMA/2025**

---

**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. Discuss the need of understanding emergency protocols by Facility Service Managers. **20**
2. Define the term emergency. Discuss the emergency management cycle in detail. **20**
3. Discuss the major cybersecurity threats in facility management. how can facility managers implement effective cybersecurity measures? **20**
4. What are the major categories of natural disasters? Discuss how they impact human life and infrastructure. **20**
5. Elucidate the various types of water exigencies that can occur in facility management. Describe any two water exigencies with appropriate solutions to resolve them. **20**
6. Discuss the key steps in creating public awareness programs in emergency preparedness. What challenges arise in educating the public, and how can these be overcome? **20**
7. Discuss the concept of Psychological First Aid (PFA) and its role in emergency situations **20**
8. As a facility manager of a Residential Complex what are the different types of losses you will encounter? How can you handle such losses effectively? **20**
9. Discuss the significance of certifications from organizations such as OSHA, NFPA, Red Cross, and NIDM India. How do these certifications enhance job opportunities and ensure safety compliance in various industries? **20**
10. Write short notes on the following (any two): **2 X 10 = 20**
  - a. Types of Losses
  - b. Conflict Management
  - c. Basic Life Support (BLS)