

School of Hospitality

Tourism
ETE - May 2023

Time : 3 Hours

Marks : 50

Sem VI - H000601T - Communication skills and Personality development

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. What is verbal communication? Give examples. K1 CO1 (2)
2. State two disadvantages of oral communication. K2 CO2 (2)
3. State two advantages of written communication. K3 CO3 (2)
4. Superiors take decisions and convey them to their subordinates. Identify and describe the type of this communication. K4 CO4 (2)
5. Explain the significance of understanding culture for business communication. Mention at least two points. K4 CO5 (2)
6. Explain any four principles of effective communication K3 CO1 (5)
7. Briefly describe the Principles of Communication. K4 CO2 (5)
8. Discuss the importance of non-verbal communication in the context of presentation. K6 CO6 (6)
9. Discuss the importance of good listening skills with special reference to the Tourism Industry. K4 CO3 (8)
10. Poor Listening Habits Results in Poor Communication – Discuss K5 CO4 (8)
11. Assume that the five water coolers that you purchased for the boy's hostel are not working properly. As the Maintenance Engineer write an investigation report to the hostel in charge. K6 CO5 (8)