

1. What do you understand by meetings and conference ? Explain the importance of communication.
2. What is non verbal communication ? Also discuss its advantages.
3. What are the differences between listening and hearing in communication ?

### **Section B**

#### **(Short-Answer-Type Questions)**

Note - Section 'B' contains Six (06) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4 x 5 = 20)

1. Write a note on types of communication.
2. Write a note on basics of effective oral communication.
3. Discuss the importance of effective communication.

4. What are the qualities of an effective public speaker.
5. Write a note on basic things to be kept in mind while facing an interview.
6. Write a note on 4S's of communication.

Total No. of Printed Pages : 4

Roll No.....

## **ETS - 105**

**Business Communication**

**Diploma in Tourism Studies**

**(DTS-10/16/17)**

**First Year, Examination - 2019**

**Time : 3 Hours**

**Max. Marks : 40**

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Note - This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

**(Section A)**

**(Long-Answer-Type Questions)**

Note - Section 'A' contains Three (03) long-answer-type questions of Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2 x 10 = 20)

S-330

P. T. O.