

# S-591

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Roll No. -----

## BTTM-703

**Communication Skill & Personality Development**  
**Bachelor of Tourism & Travel Management (BTTM)**  
7<sup>th</sup> Semester, Examination 2022(Dec.)

Time: 2 Hours

Max. Marks: 35

Note : This paper is of Thirty-Five (35) 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 Five (05) long-answer-type questions of Nine and a Half (9½) marks each. Learners are required to answer any two (02) questions only.

[2 x 9½ = 19]

P.T.O.

- Q.1. Discuss the meaning of meeting and conference with examples. Also discuss the basic requirements to conduct a meeting and conference.
- Q.2. Define audience analysis. How to organize the speech effectively?
- Q.3. What are the barriers of good communication? Discuss the different types of barriers.
- Q.4. Discuss the significance of effective listening. Also Differentiate between hearing and listening.
- Q.5. What is an interview? Discuss the code of conduct of a candidate during an interview.

### **Section – B**

#### **(Short-answer-type questions)**

Note: Section 'B' contains Eight (08) short-answer-type questions of Four (04) marks each. Learners are required to answer any Four (04) questions only.

[4 x 04 = 16]

- Q.1. How to make communication effective?
- Q.2. What are the advantages of non-verbal communication?
- Q.3. Write a note on letter format.
- Q.4. What are the obstacles to effective listening?
- Q.5. How to develop confidence in public speaking?
- Q.6. Discuss the process of group discussion.
- Q.7. What are the disadvantages of written communication?
- Q.8. What are the different part of e-mail? Also discuss its significance in written communication.

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