

**731**

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## **ETS-105**

### **Communication**

Diploma in Tourism Studies (DTS-10/16/17)

First Year Examination, 2021 (Winter)

**Time : 2 Hours]**

**Max. Marks : 50**

**Note :** This paper is of Fifty (50) 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 Thirteen (13) marks each. Learners are required to answer any Two (02) questions only.

(2×13=26)

1. What do you understand by Communication? Discuss it in detail. Also comment on the process of communication.

2. Explain Verbal Communication, its features and types. What are the important guidelines for effective verbal communication?
3. Discuss Non-verbal Communication in detail. Also, differentiate between Verbal and Non-verbal Communication.
4. 'The act of listening involves complex affective, cognitive, and behavioural processes.' Discuss the statement in detail. Also, write about guidelines for Effective Listening.
5. Write a detailed note on meaning, features, procedure, planning, and arrangement of Meeting and Conference.

### **SECTION-B**

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

**Note :** Section 'B' contains Eight (08) short answer type questions of Six (06) marks each. Learners are required to answer any Four (04) questions only. (4×6=24)

1. Draft a letter for an internship in XYZ Travel Company positioned in Delhi. Also, draft the structure of a curriculum vitae.
2. What are the various barriers to Communication?

3. Write a short note on the significance of effective communication in the Travel and Tourism Industry.
  4. Discuss the essential qualities of a good speaker. Aid your answer with an example.
  5. Differentiate between Listening and Hearing. Support your answer with a relevant example.
  6. Define meaning, definitions and features of Group Discussion.
  7. Write at least six interview skills you need to get hired in the Tourism Industry.
  8. What are the various guiding principles to improve performance, and overcoming mistakes in public speaking?
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