

**C840**

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Roll No. ....

## **BTTM-703**

### **Communication Skill and Personality Development**

Bachelor of Tourism and Travel Management (BTTM-16)

7th Semester Examination, 2022 (June)

**Time : 2 Hours]**

**Max. Marks : 40**

**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 Five (05) long answer type questions of Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2×10=20)

1. What is Written Communication? Discuss the advantages and disadvantages of Written Communication.
2. Define Group discussion. Explain its different types.

3. What is listening? Highlight some do's and don'ts for listeners.
4. What is verbal communication? Discuss its significance.
5. What are the essential qualities of a good speaker?

## **SECTION-B**

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

**Note :** Section 'B' contains Eight (08) short answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only. (4×5=20)

1. What are the different types of interview?
2. Explain the disadvantages of written communication.
3. What are the barriers of communication?
4. Write a note on guidelines of effective listening.
5. Discuss the impacts of Body language.
6. Differentiate between oral and written communication.
7. Differentiate between verbal and Non-verbal communication.
8. Discuss the significance of Non-verbal communication.