

C851

Total Pages : 3

Roll No.

ETS-105

Communication

Diploma in Tourism Studies (DTS))

First Year Examination, 2022 (June)

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 are the 7 C's in Communication?

2. Discuss a seven-stage communication process. Draw a labelled diagram of the seven-stage communication process.
3. List the advantages and disadvantages of non-verbal communication.
4. What are the barriers of an effective communication?
5. What is the difference between Oral and Written communication?

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)

Write short notes on the following :

1. Group Discussion.
2. Feedback.
3. Body language.
4. Gestures.

5. Horizontal & Vertical communication.
 6. Decoding & Encoding.
 7. Extempore.
 8. Kinesics & Proxemics.
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