

ETS-105**Communication**

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

First Year, Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

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

Note : Section 'A' contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What do you mean by communication ? How many types of communication are there ? With the help of examples, explain each of them.
2. What do you understand by conference ? Write in detail about the process of organizing a conference.
3. Briefly write about the process of public speaking.
4. What is the process of interview ? Write in detail about the types of interviews and their strengths and weaknesses.

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 *four* (04) questions only.

1. Differentiate between oral and written communication with the help of examples.
2. Write in detail about different types of non-verbal communications.
3. Briefly write about the features of communication.
4. “Listening is important than speaking.” Do you agree or disagree with the statement ? Justify your answer.
5. Write in detail about the parameters for evaluating a presentation.
6. How can one develop confidence and overcome fear of public speaking ?
7. Briefly write guidelines for improving appearance and proper dressing to appear for an interview.
8. Briefly write about bad listening habits and guidelines for effective listening skills.

Section–C**(Objective Type Questions)**

Note : Section ‘C’ contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

1. Write an example of written communication.
2. Communication cannot involve more than two parties.
(True/False)
3. Explain Kinesics.

[3]

4. What do you understand by barriers in listening ?
5. Define meeting.
6. Knowing audience before organizing a speech is important. (True/False)
7. Write any one-way to ensure good number of participants during a conference.
8. Interview is one-way communication as feedback is not included in it. (True/False)
9. Gestures are a type of non-verbal communication. (True/False)
10. 'Irrelevance of the topic' to the listener is a barrier to listening. (True/False)

