

ETS-105

Communication

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

First Year, Examination, 2019

Time : 3 Hours

Maximum Marks : 40

Note : This paper is of 40 marks divided into three sections A,B & C. Attempt the questions contained in these sections according to the detailed instruction given therein

Section –A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of nine and half marks each.Learner are required to answer any two questions only.

(2 x 9.5 = 19)

1. Discuss about various types of planning and arrangement needed for meetings with the help of suitable example.
2. What are the various types of interview techniques?
3. What are the barriers of listening ? Explain with the help of example.
4. What are the various characteristics of effective communication?

Section – B

Note : Section 'B' contains eight short answer type questions of four marks each. Learner are required to answer any 04 questions only. (4 x 4 =16)

1. What is passive listening?
2. Write a note on differences between listening and hearing.
3. Write a note on verbal message.
4. Write a note on interview skills.
5. Write a note on written communication.
6. Write a note on body language.
7. Write a note on confidence building exercise.
8. Write a note on importance of attire in interview.

Section –C

Note : Section 'C' contains ten objective type questions of half mark each. All questions of this section are compulsory. (10 x 0.5 = 05)

1. Define cultural barriers in communications.
2. Define bad listening.
3. Define Kinesics.
4. Define communication
5. Define non-verbal communication.
6. Define verbal communicaiton.
7. Define effective listening.
8. Define listening as habit
9. Define verbal skills.
10. Define oral communication.

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