

A-0282

Total Pages : 4

Roll No. -----

BTTM-703

Communication Skill &

Personality Development

Bachelor of Tourism & Travel Management (BTTM)

7th Semester Examination 2024(Dec.)

Time: 2:00 hrs

Max. Marks: 35

Note : This paper is of Thirty Five (35) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

P.T.O.

A-0282

Section-A

(Long-Answer-Type Questions)

Note : Section 'A' contains Five (05) long-answer-type questions of Nine and Half ($9\frac{1}{2}$) marks each. Learners are required to answer any Two (02) questions only.

[$2 \times 9\frac{1}{2} = 19$]

- Q.1. Explain the principles of communication with reference to the 7C's of communication. How do they help in making communication effective?
- Q.2. Discuss the different types of communication models and their significance in workplace interactions.
- Q.3. Discuss the significance of effective listening in communication. What are the common obstacles to effective listening, and how can they be overcome?
- Q.4. Discuss the relationship between interpersonal communication and personality development in professional settings.

- Q.5. Highlight the preparation strategies for group discussions and describe common mistakes to avoid during participation.

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 any Four (04) questions only.

[4x4=16]

- Q.1. What are the objectives of communication?
- Q.2. How can communication barriers be overcome?
- Q.3. What are the disadvantages of non-verbal communication?

P.T.O.

- Q.4. How can fear and nervousness be overcome in public speaking?
- Q.5. Define body language and explain its importance.
- Q.6. Explain the meaning of appearance and dress in an interview.
- Q.7. Define communication and explain its main features.
- Q.8. What is the process of communication? Explain in detail.
