

A-0474

Total Pages : 3

Roll No.

MTTM-05

Tourism Commuication

Master of Tourism & Travel Management (MTTM)

Examination 2026 (Feb.)

Time: 02:00 hrs

Max. Marks: 70

Note : This paper is of Seventy (70) marks divided in to 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.*

Section-“A”

(Long Answer - type Questions)

Note:- Section ‘A’ contains Five (05) long-answer-type questions of Nineteen (19) marks each. Learners are required to answer any two (02) questions only.

(2x19=38)

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1. Describe any one specific model of communication.
2. What grooming expectations should be set for hospitality management students in an academic setting?
3. Language alone cannot ensure effective communication. Do you agree with this statement? Explain.
4. Explain important expressions in cross Cultural Communication.
5. Explain the difference between Written and Oral Communication.

Section-“B”

(Short -answer - type questions)

Note:- Section ‘B’ contains eight (08) short-answer type questions of Eight (08) marks each. Learners are required to answer any Four (04) questions only.

(4x8=32)

1. Which factors impact how the sender encodes and delivers a message?
2. What are the various types of aggressive behavior?
3. Discuss the meaning and features of Non-verbal communication.
4. Describe the various types of verbal communication.
5. What is a complaint? Explain the procedure for handling a verbal complaint.
6. What are essential qualities required by a good speaker?
7. Write a note on the importance of information technology and communications in the tourism industry.
8. Explain the various barriers in communication.
