

A-0679

Total Pages : 3

Roll No.

ETS-105

Diploma in Tourism Studies (DTS)

(Business Communication)

Examination, June 2025

Time : 2:00 Hrs.

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. *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) 2×13=26

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.

A-0679/ETS-105 (1)

P.T.O.

1. What are the principles of writing an effective email ?
Write an e-mail to travel agent for asking travel quotation.
2. What are the limitations of interview as a tool for evaluating candidates ? Discuss the different types of interviews.
3. Explain the challenges faced by participants during group discussions. Discuss time management and active listening in the effectiveness of a group discussion.
4. Discuss positive and negative body language. How does Gestures and posture contribute in delivering a successful speech ?
5. Define public speaking and explain its importance in business and social leadership. Explain how voice modulation enhance or hinder effective communication.

Section–B

(Short Answer Type Questions) 4×6=24

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.

1. What is one-way communication ? Mention any three advantages of one-way communication.
2. Describe any three types of non-verbal communication and their significance in effective interaction.

3. What is the nature of meeting ? Discuss its importance in communication.
4. What is active listening ? Explain with example.
5. Discuss the concept of 'Researching and Planning the Speech'.
6. What is the difference between an application and a letter ?
7. Discuss different ways of developing confidence and overcoming fear.
8. Explain the importance of resume in an interview.
