

B.H.M.C.T. / B. Sc. (Hospitality & Hotel Administration) Sem-II
(CBCS-2018 Course) : SUMMER - 2019
SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day: **Saturday**
Date: **20/04/2019**

S-2019-2406

Time: **10.00 AM To 12.30 PM**
Max. Marks: **60**

N.B.:

- 1) All questions are **COMUPSLORY**.
- 2) Figures to the right indicate **FULL** marks.

SECTION-I

Q.1 Answer **ANY SIX** of the following: **(06)**

- | | |
|---------------------|---------------------|
| a) Kinesics | f) Self-talk |
| b) Artifact | g) Endomorphs |
| c) Technical skills | h) Connative skills |
| d) Vocalics | i) Self-analysis |
| e) Core time | j) Time wasters |

Q.2 Answer **ANY THREE** of the following: **(12)**

- a) Write advantages and disadvantages of Oral Communication.
- b) Explain in detail Haptics.
- c) Elaborate on concept of SWOT analysis.
- d) Explain Time Quadrant Model with example.

Q.3 Answer **ANY THREE** of the following: **(12)**

- a) Explain modes of communication.
- b) What is chronemics? Explain.
- c) What are the various areas of self-development?
- d) Elaborate on kinesics codes.

SECTION-II

Q.4 Answer **ANY SIX** of the following: **(06)**

- | | |
|---------------------------|---------------------|
| a) Frustration | f) Eustress |
| b) Emotional intelligence | g) People skills |
| c) Practical skills | h) Sublimation |
| d) Ethics | i) Listening skills |
| e) Repression | j) Stress managers |

Q.5 Answer **ANY THREE** of the following: **(12)**

- a) What are effects of emotions?
- b) Explain code of ethics.
- c) What are the management strategies of coping with stress?
- d) What are the causes of frustration?

Q.6 Answer **ANY THREE** of the following: **(12)**

- a) Elaborate on emotional stability and emotional maturity.
- b) What are sets of values to lead harmonious life?
- c) What are the effects of stress?
- d) Elaborate on solutions to avoid frustration.

* * * * *