

**B.H.M.C.T. Sem-II / B.Sc. (Hospitality & Hotel Administration)(CBCS
2016 Course Sem-II : SUMMER - 2019
SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY
(COMMON FOR B.H.M.C.T. & B.Sc. (H. & H.A.)**

Day : Monday
Day : 15/04/2019

S-2019-2415

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

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the **RIGHT** indicate full marks.
-

SECTION-I

Q.1 Explain the following terms: (Any Six) **(06)**

- (i) Haptics (ii) Connative skills (iii) Core time (iv) Self analysis
(v) Attitude (vi) Paralanguage (vii) Vocalics (viii) Endomorphs

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

- a) What is proxemics? Explain different zones of space.
- b) Explain various modes of communication.
- c) How is personality formed?
- d) Explain time wasters.

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

- a) Write advantages and disadvantages of oral communication.
- b) What is Haptics? Explain various classes of touch depending on the purpose.
- c) Explain concept of SWOT analysis.
- d) What factors lead to time loss? How can it be avoided?

SECTION-II

Q.4 Explain the following terms: (Any Six) **(06)**

- (i) Ethics (ii) Rationalization (iii) Human skills (iv) Defence mechanism
(v) Frustration (vi) Skills (vii) Stress (viii) Emotional maturity

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

- a) What are emotions and how are they caused?
- b) What are the functions of values?
- c) What are practical skills? Explain its importance.
- d) Write a short note on stress management.

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

- a) What are effects of frustration?
- b) Explain code of ethics.
- c) What are irrational or self defeating thinking?
- d) How to attain emotional stability?

* * *
