

S.D.E.

F.Y.B.A. (Tourism Studies) : SUMMER - 2019

SUBJECT- COMMUNICATION SKILLS AND PERSONALITY DEVELOPMENT

Date: Monday  
Day: 15/04/2019

S-2019-4614

Time: 11.00 AM TO 02.00 PM  
Max. Marks: 70

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) **Q.1** consists of **20** marks.
- 3) **Q.2** to **Q.6** consists of **10** marks.

**Q.1** Attempt **ANY FOUR** from the following: **(20)**

- a) Define 'Communication'. Explain written communication.
- b) Explain Telecommunicating' in Detail.
- c) Explain Stress manager?
- d) What is time Management?
- e) Explain cross culture Communication?

**Q.2** Attempt **ANY ONE** from the following: **(10)**

- a) With the help of Diagram explain the Communication process in detail.
- b) What is stress? Explain any 3 stress management techniques.

**Q.3** Attempt **ANY ONE** from the following: **(10)**

- a) Explain various areas of self development?
- b) Explain the Importance of Physical appearance in relation with your career success.

**Q.4** Attempt **ANY ONE** from the following: **(10)**

- a) With the help of chart explain various Types and forms of communication?
- b) Explain the Terms 'Teleconferencing' and 'Video Conferencing in detail.

**Q.5** Attempt **ANY ONE** from the following **(10)**

- a) What are the Barriers to listening? Explain.
- b) What are Etiquettes .What are the Basic dining Etiquettes.

**Q.6** Attempt **ANY ONE** from the following: **(10)**

- a) What is Motivation and what are the different ways of motivation people.
- b) What is the importance of non-verbal communication in business setting.

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