

B.H.M.C.T. SEM-II (CBCS 2016 COURSE) / B.SC.
(HOSPITALITY & HOTEL ADMINISTRATION)(CBCS 2016
COURSE SEM-II **SUMMER - 2018**
SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day : **Monday** Time : **10.00 AM To 12.30 PM**
Date : **16/04/2018** **S-2018-2120** Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in the **SEPARATE** answer books.

SECTION – I

- Q.1** Answer **ANY TWELVE** of the following: **[06]**
- | | |
|---------------------|-----------------------|
| i) Chronemics | vii) Frustration |
| ii) Endomorphs | ix) Eustress |
| iii) Proxemics | x) Sublimation |
| iv) Self-analysis | xi) Defence mechanism |
| v) Technical skills | xii) Regression |
| vi) Vocalics | xiii) Stress |
| vii) Skills | xiv) Haptics |
- Q.2** Answer **ANY THREE** of the following: **[12]**
- a) What is the significance of voice and tone in communication?
 - b) What is motivation? What is its relationship with goals?
 - c) What factors lead to time loss? How can it be avoided?
 - d) How are emotions related with stress?
- Q.3** Answer **ANY THREE** of the following: **[12]**
- a) What is body language? What are its uses?
 - b) How can one attain emotional stability?
 - c) Explain how ethics ensure positive human relationship.
 - d) What is stress management? Explain stress management strategies.

SECTION – II

- Q.4** Answer **ANY TWELVE** of the following: **[06]**
- | | |
|-----------------------------|-----------------------|
| i) Conative skills | vii) Emotions |
| ii) Core time | ix) Mesomorphs |
| iii) Emotional intelligence | x) Artefacts |
| iv) Ethics | xi) Vocalics |
| v) SWOT analysis | xii) Value |
| vi) Human skills | xiii) Rationalization |
| vii) Kinesics | xiv) Paralanguage |
- Q.5** Answer **ANY THREE** of the following: **[12]**
- a) Interpersonal communication is great accomplishment of human being. Comment.
 - b) Explain the importance of good health and avoiding stress.
 - c) What are the effects of frustration?
 - d) What are practical skills? Why it is important to learn practical skills?
- Q.6** Answer **ANY THREE** of the following: **[12]**
- a) What is persuasion and how should it be used?
 - b) What are emotions and how are they caused?
 - c) What is defence mechanism? Explain any two defence mechanism.
 - d) Values are for one's development and actualization. Comment.

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