

S.D.E.

F.Y.B.A. (Tourism Studies) : WINTER - 2018

SUBJECT- COMMUNICATION SKILLS AND PERSONALITY DEVELOPMENT

Date: Monday
Day: 15/10/2018

W-2018-4232

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) What do we mean by the Term 'Personality'?
- b) What is the importance of Listening?
- c) Write any four advantages of written communication?
- d) Explain the terms 'Attitude' and 'Emotions'
- e) When should we negotiate, and when should we avoid negotiating.

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

- a) What are the principles of communication? Give examples to illustrate them.
- b) What are etiquettes? What would you do to create good first impressions?

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

- a) What are the steps involved in Listening process?
- b) How can oral communication impact your life at work place?

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

- a) What are the key points you will keep in mind while conducting 'Videoconferencing'?
- b) Define negotiation .Why do we want to stay away from negotiation.

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

- a) Define leadership and what are the most important values you demonstrate as a leader.
- b) What actions, behavior or work place events, would limit or destroy your workplace motivation

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

- a) Explain the importance of physical appearance in relation with your career success.
- b) What is stress? Explain any 3 stress management techniques.

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