

**B.H.M.C.T. SEM-II (CBCS 2016 COURSE) / B.SC.**  
**(HOSPITALITY & HOTEL ADMINISTRATION)(CBCS 2016**  
**COURSE SEM-II : WINTER - 2017**  
**SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY**

Day : **Monday**

Date : **27/11/2017**

**W-2017-1436**

Time : **08.30 AM TO 11.00 AM**

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) Kinesics          | vii) Regression            |
| ii) Ectomorphs       | ix) Core time              |
| iii) Paralanguage    | x) SWOT analysis           |
| iv) Haptics          | xi) Emotional intelligence |
| v) Skills            | xii) Value                 |
| vi) Technical skills | xiii) Defence mechanism    |
| vii) Stress          | xiv) Nustress              |
- Q.2** Answer **ANY THREE** of the following: [12]
- a) What is proxemics? Explain different zones of space.
  - b) Explain various areas of self-development.
  - c) Explain time wasters.
  - d) What are the effects of emotions?
- Q.3** Answer **ANY THREE** of the following: [12]
- a) What are the principles of effective oral communication?
  - b) What are sets of values to ensure a harmonious life?
  - c) Explain different stress managers.
  - d) What is body language? Explain the role of body language.

**SECTION – II**

- Q.4** Answer **ANY TWELVE** of the following: [06]
- |                          |                   |
|--------------------------|-------------------|
| i) Skill analysis        | vii) Human skills |
| ii) Quality time         | ix) Proxemics     |
| iii) Emotional stability | x) Mesomorphs     |
| iv) Rationalization      | xi) Eustress      |
| v) Emotions              | xii) Ethics       |
| vi) Twilight time        | xiii) Repression  |
| vii) Self-analysis       | xiv) Sublimation  |
- Q.5** Answer **ANY THREE** of the following: [12]
- a) Explain various modes of communication.
  - b) What are practical skills? Explain the different domains of practical skills?
  - c) What are the various causes of frustration?
  - d) Explain the importance of physical appearance and grooming.
- Q.6** Answer **ANY THREE** of the following: [12]
- a) What are the various uses of arguing? How should one use the tool of argument?
  - b) What is irrational or self-defeating thinking?
  - c) How is stress management concerned with self-development?
  - d) What are the various solution available to avoid frustration?

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