

B.Sc. H&HA - CBCS (2018) Sem-II
BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY
(CBCS-2018 COURSE) B.H.M.C.T. Sem-II : WINTER - 2021

SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day: Friday

Time: # 10:00 AM-12:30 PM

Date: 24-12-2021

W-19865-2021

W-19934-2021

Max. Marks: 60

N.B.:

- 1) All questions are **COMPULSORY**
- 2) Answer to both the sections to be written in the **SAME** answer booklet.

SECTION - I

Q.1) Explain the following: (Any 6)

(1 Marks X 6 = 06)

- | | |
|------------------|-----------------------|
| a) Eye Contact | e) Oral Communication |
| b) Body language | f) Ectomorphs |
| c) Time waster | g) Note Taking |
| d) Eustress | h) Human skills |

Q.2) Attempt ANY THREE of the following

(4 Marks X 3 = 12)

- a) Explain the different Stress Management Strategies.
- b) What are the various barriers in Listening?
- c) What is Emotional Intelligence?
- d) Explain the importance of physical appearance and grooming.

Q.3) Attempt ANY THREE of the following

(4 Marks X 3 = 12)

- a) What are the effects of frustration?
- b) What are the function of values?
- c) What are the causes of self-defeating emotions?
- d) Explain the importance of Body language.

SECTION - II

Q.4) Explain the following: (Any 6)

(1 Marks X 6 = 06)

- | | |
|---------------------|---------------------|
| a) Self-analysis | e) Stress |
| b) Personality | f) Listening skills |
| c) Skills | g) Frustration |
| d) Cognitive skills | h) Values |

Q.5) Attempt ANY THREE of the following

(4 Marks X 3 = 12)

- a) How stress caused and what is are its effect on health.
- b) Explain Swot analysis
- c) Write any three advantages and three disadvantages of written Communication.
- d) What are the elements of Personality?

Q.6) Attempt ANY THREE of the following

(4 Marks X 3 = 12)

- a) What is Frustration? What are the causes of frustration?
- b) Explain ways of coping with stress.
- c) What are physical and psychological areas of self-development?
- d) What is Kinesics? Explain kinesics code.
