



**UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)**

**उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)**

**DIPLOMA IN TOUR GUIDING & ESCORTING  
SKILLS  
ASSIGNMENT**

*Last Date of Submission: 15<sup>th</sup> May, 2011*

**Course Title: Personality Development & Communication  
Year: 2010-11**

**Code: DTGE - 03  
Maximum Marks: 40**

**Section 'A'**

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

**Briefly discuss the following:**

- (1) Characteristics of Communication
- (2) Process of communication
- (3) Letters and Brochures are an example of which type of communication. Also, name the other types of communication.
- (4) Usage of Cell Phones
- (5) Poor Listening Habits
- (6) Various types of interviews and their aims.
- (7) Guidelines for making a call.

**Section 'B'**

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.

- (1) 'You are never fully dressed unless you wear a smile'. Please opine on the statement.
- (2) As an Organising secretary of a National Seminar, in how many ways you can design the Room Layout or seating arrangement for guests.
- (3) Attend a Public address or a meet and then analyse the barriers to communication.
- (4) Relating with the Zoozoo of Vodafone advertisement, describe the importance of non-verbal communication.