



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN TOUR GUIDING & ESCORTING SKILLS (DTGE-10) ASSIGNMENT

*Last Date of Submission: 15 May, 2012*

Course Title: Personality Development & Communication

Code: DTGE - 03

Year: 2011-12 (Summer)

Maximum Marks: 40

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) Factors affecting Perception
- (2) Process of communication
- (3) Sympathy and Empathy
- (4) Define Communication
- (5) Need for good listening
- (6) Tips for removing anxiety before presentation.
- (7) 4 common Mistakes during speaking in Public
- (8) U-shaped Layout and Committee Layout of a meeting room

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

- (1) Describe the relevance of good Communication skills and personality in Tourism industry.
- (2) What are the various guidelines you will keep in mind while making an official telephonic call?
- (3) How will you prepare for an effective interview?
- (4) As a manager of a multinational company what factors will you keep in mind while planning a country meeting?