



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN TOUR GUIDING & ESCORTING SKILLS ASSIGNMENT

*Last Date of Submission: 15 May,2013 (जमा करने की अन्तिम तिथि: 15 May,2013 )*

**Course Title: Personality Development & Communication**  
**Year: 2012-13**

**Code: DTGE - 03**  
**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) What are the various factors of assertive communication?
- (2) Process of communication
- (3) Differentiate between Sympathy and Empathy
- (4) Define Non-verbal Communication
- (5) What is the Need of good listening
- (6) Tips for removing anxiety before presentation.
- (7) What are various barriers in communication?
- (8) What is encoding and decoding ?

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

- (1) What is the importance of Communication skills in Tourism industry ? Explain with the help of example ?
- (2) What is the role of attire and smile help in effective communication? Explain with the help of suitable example .
- (3) How will you prepare for an effective interview?
- (4) Describe the relevance of good Communication skills and personality in Tourism industry.