



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

DIPLOMA IN TOURISM STUDIES ASSIGNMENT

Programme Code: DTS 16

Session: 2016-17 (winter)

Last Date of Submission: 31 August, 2017

Course Title: Communication

Code: ETS 105

Year: 2016-17

Maximum Marks: 15

Section 'A' contains 08 short answer type questions of 2 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. Listening
2. Communication
3. Written Communication
4. Feedback
5. Body Language
6. Process of Communication
7. Role of Communication in Hotel Industry
8. Differences between Oral and Written Communication

Section 'B' contains 4 long answer-type questions of 3.5 marks each. Learners are required to answer any 02 questions only.

1. What are the different barriers of Communication?
2. What is Interview? Also discuss its different types.
3. State the significance of Communication in Tourism Industry
4. What do you understand by Non-Verbal Communication? What are the basic differences between Verbal & Non-Verbal Communication?