



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**DIPLOMA IN Tourism Studies  
ASSIGNMENT**

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

**Course Title: Communication  
Year: 2010-11**

**Course Code: ETS - 105  
Maximum Marks: 20**

**Section 'A'**

**Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answers 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 05 marks each. Learners are required to answers 02 questions only.**

- (1) 'You are never fully dressed unless you wear a smile'. Please opine on the statement.
- (2) As an Organizing 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.