



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN TOURISM STUDIES (DTS-10) ASSIGNMENT

Last Date of Submission: 15 May, 2012

Course Title: Communication

Code: ETS- 05

Year: 2011-12 (Summer)

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 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) Guidelines while making a formal phone call
- (2) Barriers to effective listening
- (3) Grievance Interview
- (4) Paralanguage
- (5) Technique for fear reduction
- (6) Tips for removing anxiety before presentation.
- (7) How attire and smile help in effective communication
- (8) Principles of Presentation

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only.

- (1) Describe the relevance of good Communication skills and personality in Tourism industry.
- (2) Describe various types of Non-Verbal Communication.
- (3) What is a meeting? Explain the various factors need to be considered while planning a meeting.
- (4) What efforts need to be made by a listener for effective communication? Explain.