


UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)
उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)
DIPLOMA IN TOURISM STUDIES ASSIGNMENT

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

Course Title: Communication

Code: ETS- 105

Year: 2012-13

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) What do you understand by oral communication?
- (2) What are various barriers in communication?
- (3) What is encoding and decoding?
- (4) What are the various technique for fear reduction?
- (5) What are the important features of effective presentation?
- (6). What is the role of attire and smile help in effective communication
- (7) What are the various principles of effective presentation?
- (8) What is Grapevine ?

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

- (1) What efforts need to be made by a listener for effective communication? Explain.
- (2) Describe various types of Verbal Communication.
- (3) Describe various types of barrier in effective Communication.
- (4) What is the importance of Communication skills in Tourism industry ? Explain with the help of example ?