



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)
उत्तराखण्ड मुक्त विश्वविद्यालय हल्द्वानी (नैनीताल)

DIPLOMA IN TOURISM STUDIES ASSIGNMENT

Programme Code: DTS-10

Session: 2015-16

Last Date of Submission: 15 May 2016

Course Title: Communication
Year 2015-16

Code: ETS-105
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 is listening?
2. Differentiate between oral and written communication.
3. What is non-verbal communication?
4. What are the different types of Interview?
5. Define conference.
6. What are the different types of communication?
7. Explain the meaning of communication.
8. What are the features of verbal communication

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

1. Define Communication. Also discuss the process of communication.
2. Describe the advantages and disadvantages of verbal communication?
3. How to overcome barriers of Listening skills?
4. Why is feedback necessary in the communication process?