



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN TOURISM STUDIES ASSIGNMENT

Programme Code: DTS10

Session: 2013-14 (Summer)

Last Date of Submission: 15 MAY 2014

(जमा करने की अन्तिम तिथि: 15 मई 2014)

Course Title: Communication

Code: ETS - 105

Year: 2013-14

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 mean by Communication?
2. What is the difference between upward and downward communication?
3. List the benefits of good listening?
4. Describe the various categories of Kinesics.
5. What are the main characteristics of non-verbal communication?
6. What factors should body language include during public speaking?
7. Are conference and meetings similar? How?
8. Give some tips for women about the make-up they should wear while delivering a speech.

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only.

1. Discuss the 4 Ss and 7 Cc of Communication.
2. Explain the components of the process of listening.
3. Discuss the various merits and demerits of oral communication.
4. Explain the objectives of a meeting/conference. How can a meeting be run successfully.