

Diploma in Tourism Studies (DTS)

Question Bank; ETS-105 COMMUNICATION

Objective Questions

Lower Order Objective type questions:

Multiple choice Questions

1. The first stage of Listening process involves

- 1. Hearing
- 2. remembering
- 3. Responding
- 4. None of these

Unit 2

2. Which of the following is the physical barrier to listening

- 1. Noise
- 2. Poor acoustics
- 3. Uncomfortable seating arrangement
- 4. All of them

Unit 2

3. Oral communication is also known as

- 1. Verbal communication
- 2. Non verbal
- 3. Formal
- 4. Informal

Unit 3

4. Spouse selection through boy-meets-girls is which kind of interview.

- 1. Matrimonial
- 2. Psychological
- 3. Job
- 4. Exit

Unit 5

5. Those who listen to a speaker are:

- 1. audience
- 2. Listeners
- 3. addressees
- 4. All of them

Unit 5

True/ False

6. Poor Expression is a barrier to communication. (True/False)

Unit 3

7. A smile emits positive signals. (True/False)

Unit 4

8. People tend to prejudge a speaker through his attire and appearance even before he starts speaking. (True/False)

Unit 5

9. Toying with jewellery or a pen is distracting. (True/False)

Unit 6

10. Pauses and Punches enhance the effectiveness of a speech. (True/False)

Unit 6

11. During a meeting notes are generally taken by the secretary. (True/False)

Unit 6

Medium order Objective Type Questions

Fill in the blanks:

12. Communication is a/an subject. **Unit-1**
13.Communication is also known as peer-level communiatio. **Unit-1**
14. It is restating the words of other person in your own words..... **Unit-2**
15. Research shows that after two days, we retain only.....of what we hear. **Unit-2**
16. An overhead projector is required to project **Unit-3**
17.refers to how you sit while..... are the movement of hand, arms and shoulders. **Unit-3**
18. Grievance interview is related to the..... of an employee. **Unit-5**
19. The list of items which are to be dealt with during the meeting is an **Unit-6**
20. Red colour denotes.....while green communicates..... **Unit-4**
21. Key person responsible for the successful conduct of a meeting is **Unit-6**
22. Meetings on a large scale are **Unit-6**
23. **Match the Following:**
- | | |
|----------------------|--|
| 1. Narrative minutes | a. traditional |
| 2. Committee layout | b. well defined objective |
| 3. U-shaped Layout | c. often unhappy compromises are made |
| 4. Meeting | d. record of who said what and when |
| 5. Groups | e. everyone is visible to everyone else. |
- Unit-6**

True/False

24. Use of tough vocabulary is important for an effective telephonic conversation. (True/False)
Unit 3
25. Communication skills+ confidence+ subject knowledge+ interpersonal skills = Good Presentation (True/False) **Unit-3**

Higher Order Objective Type Questions:

Fill in the Blanks:

26. Speaking without preparing is **Unit-3**
27. Zoo zoo of Vodafone advertisement are an example ofcommunication. **Unit-4**
28. *Eyes emitting fire* denotes..... **Unit-4**
29. travels through informal network by means of gossips and rumors. **Unit-1**
30. listening involves more hearing than listening. **Unit-2**
31. Factors relates to the touching distance between the participants. **Unit-4**

One-Word objective question

32. The term 'Proxemics' was introduced by which anthropologist? **Unit-4**
33. Expand NLP. **Unit-5**
34. Which type of minutes is written generally? **Unit 6**
35. Listening to your intuitive mind by silencing the other forms of internal dialogues going on simultaneously. **Unit -2**
36. A condition in which an individual's emotional state is at an extreme and is joined with cognitions. **Unit -5**
37. *Glossophobia* refers to which category of fear. **Unit -5**
38. The amount of body heat that each participant perceives from another. **Unit-4**
39. Gestures determining the direction that is being referred to in the oral presentation. **Unit-3**
40. In intimate close phase the distance is less than how many inches? **Unit -4**

Short Answer Type Questions

Lower order Short Answer type questions:

- | | |
|--|----------------|
| 41. Define communication and its significance. | Unit :1 |
| 42. Define presentation | Unit: 3 |
| 43. Describe non-verbal communication and its importance. | Unit :4 |
| 44. What is the importance of listening? | Unit:2 |
| 45. Differentiate between downward and upward communication. | Unit :1 |
| 46. Differentiate between formal and informal communication. | Unit :1 |
| 47. While making sales calls, how can a pleasant smile help? | Unit :4 |
| 48. Describe the effectiveness of smile in oral communication. | Unit :4 |
| 49. What is a job interview? | Unit:5 |
| 50. Differentiate between meeting & conferences. | Unit: 6 |

Medium order Short Answer type questions:

- | | |
|---|----------------|
| 51. Define Paralanguage. | Unit-5 |
| 52. Describe various visual aids which can be used by you to make your presentation effective in a meeting. | Unit :6 |
| 53. Differentiate between listening and hearing. | Unit :2 |
| 54. Write a short note on Proxemics. | Unit :4 |
| 55. Explain various poor listening habits | Unit: 2 |
| 56. What is the significance of time management? | Unit :4 |
| 57. What are the various types of Interviews? | Unit :5 |
| 58. What are the various guidelines for effective meetings/conferences? | Unit :6 |
| 59. What are the 7Cs of communication? | Unit: 1 |
| 60. State any five guidelines which should be kept in mind while using the telephone. | Unit :3 |
| 61. List the role of a secretary in a meeting. | Unit: 6 |
| 62. What is stress interview? | Unit: 5 |
| 63. What are the various rules for good extempore speaking? | Unit: 5 |
| 64. What are the 4Ss of communication? | Unit: 1 |
| 65. How can colour be used to communicate effectively? | Unit: 4 |

Higher Order short Answer Type questions:

- | | |
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| 66. What is Sociopetal- Sociofugal axis? | Unit:4 |
| 67. Explain the importance of audience analysis. | Unit :5 |
| 68. Explain the terms, 'gestures', 'postures' and 'eye contact'. | Unit :4 |
| 69. 'Face is the index of the mind'. Describe | Unit :4 |
| 70. Recalling your various experiences of life, enlist various signs of nervousness. | Unit :5 |
| 71. Define Paranoia. | Unit :5 |
| 72. What is TRACT as suggested by Christine simons & Belinda Nimons? | Unit:3 |

- | | |
|---|----------------|
| 73. Differentiate between Attentive and Intuitive Listening. | Unit:2 |
| 74. Enumerate the merits and demerits of oral communication | Unit: 3 |
| 75. Attire creates the first impression. Explain | Unit: 4 |
| 76. Discuss the five categories of Kinesics. | Unit: 4 |
| 77. Define Neuro Linguistic Programming (NLP) | Unit: 5 |
| 78. What is Lasswell's model of communication process? | Unit: 1 |
| 79. Write a short note on the advance analysis stage of planning and preparing an effective presentation. | Unit: 3 |
| 80. How non-verbal communication is universal in appeal? | Unit: 4 |

Long Answer Type Questions

Lower order Long Answer Questions:

- | | |
|--|----------------|
| 81. "The success of tourism and hospitality industry highly relies on the communication skills of its human resource". Discuss | Unit :1 |
| 82. Explain the various objectives of Communication. | Unit:1 |
| 83. Discuss the definition and meaning of Listening | Unit: 2 |
| 84. Explain how attire, appearance and smile help in effective non-verbal communication. | Unit:4 |
| 85. Describe professional dress mannerism for women and men. | Unit: 5 |

Medium Order Long Answer Questions:

- | | |
|---|----------------|
| 86. Elucidate the principles and guidelines for an effective presentation. | Unit :3 |
| 87. Discuss in length, how one can prepare for an effective and successful interview. | Unit :5 |
| 88. Explain the Various types of Communication | Unit: 1 |
| 89. Explain the Various types of Listening. | Unit :2 |
| 90. Give Ten Commandments of Listening. | Unit: 2 |
| 91. What are the various components of voice that help in making the presentation better? | Unit:3 |

High order long Questions:

- | | |
|--|----------------|
| 92. Briefly describe various barriers of communication and its remedies. | Unit :1 |
| 93. Explain the process of communication with the help of diagrammatic representations. | Unit :1 |
| 94. Elucidate the various elements of good public speaking. Suppose your institution is celebrating world tourism day, prepare a speech for the occasion on a topic relating to Tourism. | Unit: 5 |

95. Correlating with the *zoo-zoos* of Vodafone advertisement, explain the importance of non-verbal communication. **Unit :4**
96. As an organizing secretary of a conference, in how many ways can you design your room layout? **Unit: 6**
97. Explain various models of communication process? **Unit: 1**
98. Explain various categories of fears and their outcomes. **Unit: 5**
99. Discuss feedback and its relevance with reference to tourism and Hospitality industry **Unit: 3**
100. Explain in detail how would you prepare for an interview **Unit: 5**

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Answers to Objective Type Questions

Question Number	Answers to lower order objective type questions
1	Hearing
2	All of them
3	Verbal
4	Matrimonial
5	All of them
6	True
7	True
8	True
9	True
10	True
11	True

Questions	Answers to medium order objective type questions
12	Interdisciplinary
13	Lateral
14	Paraphrasing
15	One-Fourth
16	Overhead Transparencies
17	Postures/Gestures
18	Complaints
19	Agenda
20	Passion/Growth
21	Chairperson
22	Conferences
23	1-d; 2-a;3-e;4-b;5-c;
24	False
25	True

Question	Answers to Higher order objective type questions
26	Impromptu Delivery
27	Non-Verbal communication
28	High Anger
29	Grapevine
30	Pretence listening
31	Kinesthetic factors
32	Edward T. Hall
33	Neuro Linguistic Programming
34	Decision meeting
35	Intuitive Listening
36	Paranoia
37	Stage phobia
38	Thermal code
39	Locative gestures
40	Less than 6 inches

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