

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-II : WINTER : 2024

SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (THEORY)

Day : Friday

Date : 13/12/2024

W-19865-2024

Time : 10:00 AM-12:30 PM

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**
- 2) Answer to both the sections to be written in the **SAME** answer booklet.

SECTION - I

Q.1) Explain the following: (Any 6) (1 Marks X 6 = 06)

- | | |
|---------------|---------------------|
| a) Proxemics | e) Paralanguage |
| b) Haptic | f) Time waster |
| c) Nustress | g) Body Language |
| d) Ectomorphs | h) Practical skills |

Q.2) Attempt ANY THREE of the following (4 Marks X 3 = 12)

- a) Explain the right ways of dealing with frustration.
- b) Explain the function of values.
- c) Justify the statement "Do you feel better the day you are dressed well".
- d) Explain different modes of Communication.

Q.3) Attempt ANY THREE of the following (4 Marks X 3 = 12)

- a) Explain the importance of Body Language.
- b) "Time is the only asset, which is common to all". Comment.
- c) Design your code of ethics.
- d) List your areas of self-development.

SECTION - II

Q.4) Explain the following: (Any 6) (1 Marks X 6 = 06)

- | | |
|---------------------|---------------------|
| a) Empathy | e) Mesomorphs |
| b) Community Values | f) Frustration |
| c) Core time | g) Technical skills |
| d) Twilight time | h) stress |

Q.5) Attempt ANY THREE of the following (4 Marks X 3 = 12)

- a) Is eye contact important while communicating? Justify.
- b) What is Emotional Intelligence?
- c) What is the importance of Body language during Interviews?
- d) Explain the importance of time with the help of Time Quadrant model.

Q.6) Attempt ANY THREE of the following (4 Marks X 3 = 12)

- a) Why is grooming essential in our day to day life?
- b) Write down how you use your time on an average day.
- c) With the help of a diagram discuss Swot.
- d) What are the effects of frustration?
