

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

B.Sc. (H. & H.A.) Sem-II :SUMMER- 2022

SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day : Thursday
Date : 30-06-2022

S-19865-2022

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) Note taking |
| b) Haptic | f) Body Language |
| c) Nustress | g) Practical skills |
| d) Oral Communication | h) Para language |

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

- a) Write any three advantages and three disadvantages of written Communication.
- b) Explain the time quadrant model.
- c) What are people skills and how to improve them?
- d) What are the causes of self-defeating emotions?

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

- a) What is the importance of time?
- b) What are the function of values? Explain.
- c) Explain ways of coping with stress.
- d) What is Emotional Intelligence?

SECTION - II

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

- | | |
|---------------------|-----------------|
| a) Emotions | e) Skills |
| b) Ethics | f) Endomorphs |
| c) Technical Skills | g) Eustress |
| d) Values | h) Quality Time |

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

- a) Explain the concept of SWOT analysis.
- b) Identify your areas of self-development and what are your strategies to improve them.
- c) Explain code of ethics.
- d) Explain the importance of yoga in controlling stress.

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

- a) Explain the importance of physical appearance and grooming.
- b) How can we avoid frustration in life?
- c) How is personality formed?
- d) What is Proxemics and explain its importance in Body language.
