

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

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

SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Time : 10:00 AM-12:30 PM

Max. Marks : 60

Day : Wednesday

Date : 21-12-2022

W-19865-2022

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) Emotions | e) Quality Time |
| b) Ethics | f) Values |
| c) Human Skills | g) Eustress |
| d) Technical skills | h) Practical Skills |

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

- a) What are the effects of frustration?
- b) Explain the importance of time with the help of time Quadrant Model.
- c) What is the effect of stress on students?
- d) How can one develop positive personality? Explain

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

- a) Identify your values and prepare a code of ethics for yourself.
- b) How can one control stress through yoga.
- c) Explain three advantages and three disadvantages of Oral Communication.
- d) What are the Various Barriers in Listening?

SECTION - II

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

- | | |
|------------------|-------------------------|
| a) Family Values | e) Skills |
| b) Body Language | f) Haptic |
| c) Self-Analysis | g) Verbal Communication |
| d) Vocalic | h) Emotional Maturity |

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

- a) What is the importance of Body language during Interviews?
- b) What are people skills and how to improve them?
- c) What is the importance of physical appearance and grooming?
- d) List your areas of self-development.

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

- a) Elaborate on time wasters.
- b) What is Kinesics? Explain Kinesics code.
- c) What is the importance of time?
- d) Explain Emotional Intelligence.
