



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Third Semester B.Voc. Degree Examination, November 2016
First Degree Programme under CSS
General Course – VII (for Tourism & Hospitality Management)
AUTH361: Soft Skills and Personality Development

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. Define *personality*.
2. What do you mean by *formal communication* ?
3. What do you mean by *body language* ?
4. What do you mean by negotiation ?
5. What is a self – concept ?
6. What do you mean by *jargon* in communication ?
7. What is *agenda* of a meeting?
8. Describe the term *etiquette* .
9. What do you mean by *stress* at work place?
10. Define *communication*.

(10 × 1 = 10 Marks)

SECTION – B

Answer any EIGHT questions, not exceeding a paragraph of 50 words.

11. What do you mean by *minutes* of a meeting ?
12. Define *kinesics*.
13. What do you mean by *interpersonal skills* ?
14. Explain *semantic distortion*.

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15. What you mean by the term *paralanguage* ?
16. What do you mean by circular in communication ?
17. Explain *interpersonal communication*.
18. What do you mean by resume?
19. What is group dynamics?
20. Differentiate between verbal and non – verbal communication.
21. Differentiate between *encoding* and *decoding* in communications.
22. Mention the principles of effective listening in communication.

(8 × 2 = 16 Marks)

SECTION – C

Answer any SIX questions, in a page of 100 words.

23. Write a detailed note on internet etiquettes.
24. Explain the use of Delphi technique in decision making.
25. Mention the principles to be followed in a good business correspondence.
26. Differentiate between role play and negotiations.
27. How can you make your presentations effective?
28. Explain the communication process.
29. Discuss the barriers of communication.
30. Explain the use of audio visual aids in presentations.
31. Mention the essential aspects of good writing.

(6 × 4 = 24 Marks)

SECTION – D

Answer any TWO questions, not exceeding four pages.

32. Communication plays a vital role in developing a society. Explain the importance of communication.
33. Explain the various aspects to be considered in public speaking.
34. Explain the reasons for stress at work place.
35. Discuss the most important attributes of soft skills that one must possess in today's competitive environment.

(2 × 15 = 30 Marks)

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