

**Roll No.**

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Voc. (H&CM) (Sem.-2)**

**Subject Code : BVHC-203-19**

**M.Code : 77489**

**Date of Examination : 17-12-22**

**Time : 3 Hrs.**

**Max. Marks : 60**

### INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

## SECTION-A

**1. Write briefly :**

- a) Define Personality development.
- b) What is art of intelligent listening?
- c) What are interpersonal skills?
- d) What is Group discussion?
- e) What is Job description?
- f) What is E-mail?
- g) What are telephone skills?
- h) What is grooming?
- i) What is meant by personal hygiene?
- j) What is hotel credit?

## **SECTION-B**

2. What is the importance of small talk before serious business?
3. Discuss the importance of body language.
4. Pen down the way to effectively conduct oneself during GD.
5. Discuss the objectives of telephonic conversation.
6. Discuss the various electronic communication techniques.

## **SECTION-C**

7. Define Art of listening? Discuss the levels, types and barriers of listening.
8. Discuss the various personality development strategies with suitable examples.
9. What are interpersonal skills? Discuss its importance and the way to deal with different stakeholders at work place.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**