

**Total No. of Pages : 01**

**Total No. of Questions : 08**

**Bridge Programme (FD)/(FD Knits)/(FMM)/(GMT)/(TD) (2015 & Onwards)**  
**(Sem.-1)**

## PERSONALITY DEVELOPMENT AND COMMUNICATION SKILLS

**Subject Code : BP-106**

**Paper ID : [A2197]**

**Time : 3 Hrs.**

**Max. Marks : 100**

**INSTRUCTION TO CANDIDATES :**

1. Attempt any FIVE questions.
2. Each question carries EQUAL marks.

- Q1. What is the role of grooming in creating a positive first impression communication?
- Q2. Explain with examples what techniques would you use for handling an interview.
- Q3. Write a short note on the importance of business correspondences in tourism industry. Staff against you.
- Q4. Personal appearance, art of self presentation and conduct are the important personality traits for front office personnel. Comment.
- Q5. Explain the role of Group discussions in a interview process.
- Q6. Explain the guidelines for making an effective presentation.
- Q7. Explain the role and functions of business correspondence in tourism industry.
- Q8. Explain the role and importance of self confidence for a tourism personnel.