

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)**

**B.H.M.C.T. Sem-II : WINTER- 2022**

**SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY**

Day : Wednesday

Time : 10:00 AM-12:30 PM

Date : 21-12-2022

**W-19934-2022**

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) 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.

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