BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE) B.H.M.C.T. Sem-II :SUMMER : 2023

SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day: Friday Time: 10:00 AM-12:30 PM Date: 26-05-2023 S-19934-2023 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** (1 Marks X 6 = 06)Q.1) Explain the following: (Any 6) **Emotions** Quality Time e) **Ethics** f) Values b) Human Skills Eustress c) g) Practical Skills Technical skills d) h) 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** (1 Marks X 6 = 06)Q.4) Explain the following: (Any 6) Family Values Skills a) e) b) **Body Language** f) Haptic Self-Analysis Verbal Communication c) g) **Emotional Maturity** d) Vocalic h) (4 Marks X 3 = 12)Q.5) Attempt ANY THREE of the following 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.