BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-II : SUMMER : 2025
SUBJECT: PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY

Day : Wednesday | Time : 10:00 AM-12:30 PM
Date : 28/05/2025 | **S-19865-2025** | 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 SIX)** **(1 Marks X 6 = 06)**

a) Self Esteem
b) Haptic
c) Quality Time
d) Self-Analysis
e) Self-Talk
f) Values
g) Core Time
h) Ethics

Q.2) Attempt **ANY THREE** of the following **(4 Marks X 3 = 12)**

a) Explain the role of Body Language.
b) What is Kinesics? Explain Kinesics Code.
c) Explain the importance of Physical appearance and grooming.
d) Explain SWOT analysis.

Q.3) Attempt **ANY THREE** of the following **(4 Marks X 3 = 12)**

a) Write any 3 advantages and any 3 disadvantages of Oral Communication.
b) What are physical and psychological areas of self-development?
c) Elaborate on Time wasters.
d) What are the elements of personality?

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SECTION - II

Q.4) Explain the following: **(ANY SIX)** **(1 Marks X 6 = 06)**

a) Emotional Stability
b) Practical Skills
c) Frustration
d) Defense Mechanism
e) Stress
f) Motivation
g) Personality
h) Body Language

Q.5) Attempt **ANY THREE** of the following **(4 Marks X 3 = 12)**

a) What are the effects of emotions?
b) Elaborate on stress managers.
c) What are the effects of frustration?
d) What is the importance of Body language at work place?

Q.6) Attempt **ANY THREE** of the following **(4 Marks X 3 = 12)**

a) Explain Emotional Intelligence.
b) What are the various skills required to develop a good personality.
c) What causes stress and explain its effect.
d) Explain causes of frustration.

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