

29. As a tourist guide, how would you guide a traveller to the interesting places of your locality.

30. Write a letter to the Editor of a Newspaper about the role of Self Help Group in your hometown.

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**9226/7E1**

**OCTOBER 2009**

**EFFECTIVE COMMUNICATION — ENGLISH**

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Time : Three hours

Maximum : 100 marks

**PART I — (10 × 2 = 20 marks)**

Answer any TEN of the following.

1. Language consists of medium and \_\_\_\_\_.  
(Fill up the blanks)
2. Define " receiver".
3. Why do human beings communicate?
4. How does the sender send the message?
5. What do you mean by "bipolar" questions in an interview?
6. What is dyadic communication?
7. Name any four barriers to communication?
8. What is stereotyping?
9. What are claim letters?

10. What is a memo?
11. Do you see Ram? (Write a reply)
12. Write a sentence using polite refusal form.
13. If he had passed ..... (Complete the sentence)
14. Write two instructions to be displayed in a hospital.
15. Correct the following sentences :

- (a) Only a few is capable of doing it.
- (b) The rule of effective sentences are many.

**PART II — (6 × 5 = 30 marks)**

Answer any SIX of the following  
in about 200 words each.

16. Analyse the role of listening in business communication.
17. Describe the process of communication.
18. Comment on the importance of assembling the materials in writing a report.

19. What is the layout of a formal letter?
20. What is interpersonal communication? Explain.
21. Analyse the uses of graphic aids.
22. Make a write-up on your favorite actor to be published in a magazine.
23. Write an imaginary dialogue between you and your friend about improving the conditions of hospitals.

**PART III — (5 × 10 = 50 marks)**

Answer any FIVE in about 500 words each.

24. Explain verbal and non-verbal communication.
25. What are the features of written communication?
26. How can one overcome the barrier to communication?
27. Examine the characteristic features of group communication.
28. Prepare a report on a sports item you have witnessed.

9228/HT1

OCTOBER 2009

TRANSPORT SYSTEM IN TRAVEL AND TOURISM  
INDUSTRY

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Time : Three hours

Maximum : 100 marks

PART I — (10 × 2 = 20 marks)

Answer any TEN of the following questions  
in 2 or 3 sentences each

1. Vayudoot.
2. Porter.
3. Foreign exchange.
4. International tourist.
5. Naw J. Kalgars.
6. "Hotel Directory and Travel Guide".
7. Eurail Pass.
8. Cruises Accommodatation.
9. Travel Document.
10. Luxury Tax.

