



25801227

QP CODE: 25801227

Reg No :

Name :

BHM DEGREE REGULAR/SUPPLEMENTARY EXAMINATIONS, MARCH 2025

Eight Semester

BACHELOR IN HOTEL MANAGEMENT

BH8CRT40 - PERSONALITY DEVELOPMENT

2020 Admission Onwards

AAF67D52

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is the Ideal self?
2. Mention two components of personality.
3. What is meant by demeanor and poise?
4. What is paraphrasing?
5. What is listening skills?
6. What is eustress?
7. What is extempore speech?
8. What is verbal communication?
9. What is adaptability?
10. What are organizational skills?
11. Define whining.
12. What is dominating behaviour?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*





13. Write a note on the importance of personality assessment.
14. Write a note on body language and its mis use.
15. Discuss some common barriers to effective listening.
16. Explain any 4 types of stress management technique.
17. What are the advantages of public speaking?
18. What is appropriate behavior?
19. Briefly explain the term adaptability and empathy.
20. Write a note on making a phone call.
21. What is pause and power in the components of voice?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain the grooming standard for men in the hospitality industry.
23. Explain the top seven tips to improve presentation skills.
24. Elucidate the different types of skills required for the hoteliers.
25. What are the business communication objectives?

(2×15=30)

