



QP CODE: 25050579



25050579

Reg No :

Name :

MTTM DEGREE (CSS) EXAMINATION DECEMBER 2025

First Semester

MTTM

**Core Courses - TR020105 - COMMUNICATIVE ENGLISH FOR TOURISM AND
HOSPITALITY**

2019 Admission Onwards

33804A93

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What is a memo?
2. Define Proxemics.
3. What is the relation between Listening and Giving feedback?
4. What are reference letters?
5. Define Telephone Skills.
6. What is Extempore speech?
7. What is Debate?
8. What is the importance of Business Letters in communication?
9. Define Note Taking.
10. What is a Notice?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. What is the difference between horizontal and vertical communication?
12. Explain any four barriers in communication process.
13. What is Role Play method ? What are the advantages of Role Play?
14. How can you develop clarity and fluency in speaking?





15. Write a note on the various aids for presentation.
16. What are the basic principles of effective written communication?
17. What are the points to be noticed while making a summary of a text?
18. What are the advantages of preparing minutes in a meeting?

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

*Weight **5** each.*

19. Elaborate on the role of mass media in communication.
20. Discuss in detail the structure and advantages of mock interview.
21. You are a post graduate in tourism with two years industry experience. Draft an application letter for the post of reservations executive in Eva Holidays, Kochi. Prepare a detailed CV alongwith the application.
22. Elaborate on the requisites and characteristics of an agenda.

(2×5=10 weightage)

