

QP Code: D145194		Total Pages : 02	Name :
		Register No.	
SECOND SEMESTER B.VOC (CUFYVP) REGULAR EXAMINATION APRIL 2026			
TOURISM AND HOSPITALITY MANAGEMENT			
THS2FM106 Soft Skills for Service Industry			
2025 Admission			
Maximum Time : One and Half (1.5) Hours		Maximum Marks : 50	
Section A			
All Question can be answered. Each Question carries 2 marks (Ceiling : 16 Marks)			
1	Define interpersonal skills		
2	What is attitude?		
3	What is Kinesics?		
4	Define Active Listening		
5	What do you mean by service quality?		
6	What is guest handling?		
7	Define digital heritage		
8	What is Cultural sensitivity?		
9	What is the foundation of personal grooming?		
10	What is haptics?		
Section B			
All Question can be answered. Each Question carries 6 marks (Ceiling : 24 Marks)			
11	Differentiate between verbal and nonverbal communication		
12	Analyze the role of communication style in professional presentation		
13	Do you think eye contact is an integral part of business communication? Validate your answer		
14	What are the interpersonal skills required while working in teams?		
15	Give a note on the tricks and trades used to manage difficult customers		

Section C**Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)**

16	Explain rituals and life -cycle traditions across Indian communities
17	Critically evaluate the relevance of empathy and emotional intelligence in service industry