

Roll No. _____

**Model Paper “Personality Development”
Matric Vocational in Hotel Operations 9th class
Annual Examinations 2023 & Onward
PART-A
OBJECTIVE**

Time Allowed: 20 Minutes

Marks: 08

Note: This part is compulsory. It should be attempted on the Question Paper & returned to the Supervisory Staff after the prescribed time. Cutting, overwriting and use of lead pencil is not allowed. Supervisory staff is requested to attach it with the answer book.

Q NO.1 Fill in the blanks. Attempt all questions.

(08x01)=8

- i. Effective communication involves both speaking and _____.
- ii. Listening is important because it helps us understand _____.
- iii. To make someone feel important, you should _____ to them and show interest in what they say.
- iv. Agreeing means to _____ with someone's point of view.
- v. Being agreeable means to _____ to others' needs and preferences.
- vi. To influence someone positively, you should focus on their _____ and needs.
- vii. Effective communication requires _____ and clarity.
- viii. Adjusting your tone and language can help make others feel more _____.

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PART-B
SUBJECTIVE**

Time Allowed: 1 Hour 10 Minutes

Marks: 22

SECTION-I

Q NO.2 Attempt any 6 questions.

(06x02)=12

- i. What are the characteristics of a successful salesperson?
- ii. What is the importance of listening skills in communication?
- iii. How can you make someone feel important in a conversation?
- iv. What is the difference between agreement and being agreeable?
- v. How can you influence people positively?
- vi. Why is it important to praise others?
- vii. What are some tips for effective communication?
- viii. How can you adjust your tone and language to make others feel comfortable?

SECTION – II

Q NO.3 Attempt any two questions.

(02x05)=10

- i. What are the three key elements of effective communication? Explain each briefly.
- ii. How can you handle disagreements during a conversation in a respectful manner?
- iii. What are some common communication barriers in the workplace, and how can they be overcome?

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PRACTICAL**

Time Allowed: 90 Minutes

Marks: 12

Note: Attempt any 1 question.

- i.** In a role-playing activity, demonstrate how to make a person feel important in a sales scenario.

- ii.** Conduct a group discussion on the importance of effective listening in building relationships and resolving conflicts.