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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No.	
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[0607]/CSAEC117/2025/BSCCS_SEM1

FYBSC Culinary Studies (First Semester) Examination, 2025

CSAEC 117 INTERPERSONAL SKILLS – I

(2025 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- i. Solve *any five questions*
- ii. All questions carry *equal marks*.
- iii. *Draw* diagrams wherever *necessary*.

Q.1 *Explain the terms:*

- a) Emotional Intelligence [1]
- b) Eye contact [1]
- c) Feedback [1]
- d) Critical listening [1]
- e) Paraphrasing [1]

Q.2. Elaborate on role of interpersonal skills in the hospitality industry. [5]

Q.3. Explain the concept of Johari window. [5]

Q.4. Discuss the concept of recognizing and managing your emotions. [5]

Q.5. Describe the principles of effective oral communication. [5]

Q.6. Explain rapport-building techniques used in hospitality. [5]

Q.7. Describe the importance of constructive feedback. [5]
