

National Institute of Open Schooling

Senior Secondary Course- Tourism

Lesson 18: Communication and Personality Development

Worksheet-18

Q.1- List out the various steps that should ideally be followed in the process of communication for a tourist company

Q.2- Both oral and written communication are important for the smooth functioning of an organization. However, both of these modes of communication have their advantages and disadvantages. Briefly outline the advantages as well as disadvantages of oral and written communication.

Q.3- Suppose you are assigned the task to deliver a presentation in a meeting for your company. The objective of the meeting is to decide how to attract foreign crowds to a particular heritage site. List out the points that you would include in your presentations to achieve the objective of the organization.

Q.4- List out various principles a writer should follow for effective communication.

Q.5- Name and explain four types of teams which are generally found in an organization. What kind of teams can be built in tourism industry?