



## INDIAN SCHOOL AL WADI AL KABIR

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|-------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------|
| <b>Class: X</b>                     | <b>Department: Skill Education</b>                                        | <b>Date – 10-05-26</b>                           |
| <b>WORKSHEET-1<br/>With Answers</b> | <b>SUB: Introduction to Tourism (ITT)<br/>PART-A-COMMUNICATION SKILLS</b> | <b>Note: Please file it in<br/>the portfolio</b> |
| <b>Name of the student</b>          | <b>Class / Section</b>                                                    | <b>Roll No.</b>                                  |
|                                     |                                                                           |                                                  |

### MULTIPLE CHOICE QUESTIONS

**1. Which of the following is NOT an element of communication within the communication process cycle?**

- (a) Channel
- (b) Receiver
- (c) Sender
- (d) Time

**2. What is communication?**

- (a) Talking only
- (b) Exchange of information
- (c) Writing only
- (d) Listening only

**3. You need to apply for leave at work? Which method of communication will you use?**

- (a) e-mail
- (b) Poster
- (c) Newsletter
- (d) Blog

**4. By which action can senders send their messages?**

- (a) Gestures
- (b) Speaking
- (c) Reading
- (d) Writing

**5. Which of the following is an example of oral communication?**

- (a) Newspapers
- (b) Letters
- (c) Phone call
- (d) e-mail Notes

**6. What are the types of words we should use for verbal communication?**

- (a) Acronyms
- (b) Simple
- (c) Technical
- (d) Jargons

**7. The following statements are related to emails. Choose the incorrect statement from the following?**

- (a) To communicate with many people at the same time.
- (b) To share documents and files.
- (c) To talk to each other in real-time.
- (d) To keep a record of communication.

**8. Tone of voice shows:**

- (a) Grammar
- (b) Feelings and attitude
- (c) Spelling
- (d) Vocabulary

**9. Which of these is a positive (good) facial expression?**

- (a) Frowning while concentrating
- (b) Maintaining eye contact
- (c) Smiling continuously
- (d) Rolling up your eyes

**10. What does an upright (straight) body posture convey or show?**

- (a) Pride
- (b) Withdrawal
- (c) Confidence
- (d) Humility

**11. Which of these is NOT an appropriate non-verbal communication at work?**

- (a) Keeping hands in pockets while talking
- (b) Talking at a moderate speed
- (c) Sitting straight
- (d) Tilting the head a bit to listen

**12. Put an X mark against the actions below that are examples of bad non-verbal communication.**

- Laughing during formal communication
- Scratching head
- Smiling when speaking to a friend
- Nodding when you agree with something
- Standing straight
- Yawning while listening
- Sitting straight
- Maintaining eye contact while speaking
- Biting nails
- Firm Handshake
- Clenching jaws
- Looking away when someone is speaking to you
- Intense stare

**13. Which of these is NOT a common communication barrier?**

- (a) Linguistic barrier

- (b) Interpersonal barrier
- (c) Financial barrier
- (d) Organizational barrier

**14. In which of the following is the underlined word an adjective?**

- (a) Ritu has a yellow dress.
- (b) I can speak Tamil.
- (c) The Girl on the Train is a best-seller.
- (d) Abdul can swim fast.

**15. In which of these sentences can you find an adverb?**

- (a) Divya drinks milk every day.
- (b) Sanjay gifted me a new pen.
- (c) I opened the door lock.
- (d) Sita is 5 feet tall.

**16. Identify the object, verb, and subject in the sentence, 'The car crashed into a tree.'**

- (a) Object: a tree; Verb: crashed; Subject: the car
- (b) Object: The car; Verb: crashed; Subject: a tree
- (c) Object: crashed; Verb: the tree; Subject: the car
- (d) Object: crashed; Verb: the car; Subject: the tree

**17. Identify the indirect object in the sentence, 'The band played music for the audience.'**

- (a) The band
- (b) played
- (c) music
- (d) audience

**18. Which of these is an imperative sentence?**

- (a) Switch off the fan.
- (b) Sheila has gone to the market.
- (c) Where are my pen colours?
- (d) Oh no! I missed my flight.

**19. Which of these sentences is in active voice?**

- (a) A movie is being watched by them.
- (b) The car was repaired by Raju.
- (c) He is reading a book.
- (d) The thief was being chased by a policeman.

**20. Formal communication is used in:**

- (a) Chatting with friends
- (b) Office emails
- (c) Family talks
- (d) Casual texting

### ANSWERS

| Question No. | Answers - MCQs                                                                                                                                                                                                              |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.           | (d) Time                                                                                                                                                                                                                    |
| 2.           | (b) exchange of information                                                                                                                                                                                                 |
| 3.           | (a) e-mail                                                                                                                                                                                                                  |
| 4.           | (d) writing                                                                                                                                                                                                                 |
| 5.           | (c) phone call                                                                                                                                                                                                              |
| 6.           | (b) simple                                                                                                                                                                                                                  |
| 7.           | (c) To talk to each other in real-time.                                                                                                                                                                                     |
| 8.           | (b) Feelings and attitude                                                                                                                                                                                                   |
| 9.           | (b) Maintaining eye contact                                                                                                                                                                                                 |
| 10.          | (c) Confidence                                                                                                                                                                                                              |
| 11.          | (a) Keeping hands in pockets while talking                                                                                                                                                                                  |
| 12.          | <ul style="list-style-type: none"><li>• Laughing during formal communication</li><li>• Scratching head</li><li>• Yawning while listening</li><li>• Biting nails</li><li>• Firm Handshake</li><li>• Clenching jaws</li></ul> |
| 13.          | (c) Financial barrier                                                                                                                                                                                                       |
| 14.          | (a) Ritu has a <u>yellow</u> dress.                                                                                                                                                                                         |
| 15.          | (a) Divya drinks milk every day.                                                                                                                                                                                            |
| 16.          | (a) Object: a tree; Verb: crashed; Subject: the car                                                                                                                                                                         |
| 17.          | (d) audience                                                                                                                                                                                                                |
| 18.          | (a) Switch off the fan.                                                                                                                                                                                                     |
| 19           | (c) He is reading a book.                                                                                                                                                                                                   |
| 20.          | (b) Office emails                                                                                                                                                                                                           |

## DESCRIPTIVE TYPE QUESTIONS AND ANSWERS

**Q.1. List the different types of verbal communication. Include examples for each verbal communication type.**

(1) Interpersonal Communication: This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.

Examples - 1. A manager discussing the performance with an employee.

2. Two friends discussing homework.

3. Two people talking to each other over the phone or video call.

(2) Written Communication: This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Examples 1. A manager writing an appreciation e-mail to an employee.

2. Writing a letter to grandmother enquiring about her health.

(3) Small Group Communication: This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Examples 1. Press conferences 2. Board meetings 3. Team meetings

(4) Public Communication: This type of communication takes place when one individual addresses a large gathering.

Examples 1. Election campaigns 2. Public speeches by dignitaries.

**Q.2. Draw any five common signs used for Visual Communication. Mention Where did you see it?**



**3. What do you mean by feedback? What is the importance of feedback?**

Feedback is an important part of the communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the

message across. While a sender sends information, the receiver provides feedback on the received message.

The most important factors of feedback are –

**It validates effective listening:** It verifies effective listening by ensuring that the person providing feedback is understood and that their feedback is useful.

**It motivates:** People can be motivated by positive feedback to improve their working relationships and continue doing the good job that has been recognized.

**It boosts learning:** It's critical to get feedback in order to stay on track with your goals, improve your planning, and generate better products and services.

**It improves performance:** Feedback can assist in making better judgments in order to improve and boost performance.

#### **4. Write down the common communication barriers you may come across when you move to a new city or country.**

The common communication barriers a person may come across when moving to a new city or country are:

**i) Physical Barriers:** Physical barriers are the environmental and natural conditions that act as a barrier in communication. For example, text messages are often less effective than face-to-face communication.

**ii) Linguistic Barriers:** The inability to communicate using a language is known as the language barrier to communication. Language barriers are the most common communication barriers, it leads to misunderstandings and misinterpretations of the message. For example, slang and professional jargon.

**iii) Interpersonal Barriers:** Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.

**iv) Organisational Barriers:** Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. Superior-subordinate relationships in a formal organisational structure can be a barrier to the free flow of communication.

**v) Cultural Barriers:** Cultural barriers are when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background, which leads to a difference in opinions and can be a major barrier to effective communication.

#### **5. What is the importance of non-verbal communication?**

Importance of Non-verbal Communication In our day-to-day communication

- 55% communication is done using body movements, face, arms, etc.

- 38% communication is done using voice, tone, pauses, etc.
- only 7% communication is done using words

## **6. Explain the parts of sentences.**

We all know that almost all English sentences have a subject and a verb, while some also have an object.

Subject: Person or thing that acts.

Verb: action.

Object: Person or thing that receives the action.

## **7. Write two sentences of each type of sentence — statement, question, exclamatory, and imperative.**

The two sentences of each type of sentence are:

### **Statement**

- 1) Blue is my favourite colour.
- 2) The farewell party begins in two hours.

### **Question**

- 1) Do you want tea or coffee?
- 2) Is it raining?

### **Exclamatory**

- 1) This is the best day of my life!
- 2) Oh, my goodness, we won!

### **Imperative/Order**

- 1) Please lower your voice.
- 2) Respond immediately.

## **8. Write two paragraphs about your favourite food, dish, or cuisine. Each paragraph should have a minimum of five sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.**

I can appreciate how exciting and diverse cuisines can be! One of the most beloved dishes worldwide is pizza. Originating from Italy, pizza has become a universal comfort food, adored for its versatility. The combination of a crispy crust, rich tomato sauce, melted cheese, and endless toppings is both simple and satisfying. Whether it's a classic Margherita or something more adventurous like a barbecue chicken pizza, there's something for everyone. The balance of flavours and textures in each bite makes it a go-to choice for many, and the fun part is that you can customize it to suit any taste preference.

Italian cuisine, in general, is known for its emphasis on fresh, high-quality ingredients, which makes it stand out globally. Dishes like pasta, risotto, and lasagna bring people together around the table, often in large family-style gatherings. The use of olive oil, fresh herbs, and tomatoes elevates the taste of even the simplest dishes. I admire how Italian food is both comforting and celebratory, whether it's a quick meal at home or a multi-course dinner. Pizza, especially,

embodies the spirit of sharing and enjoying life, making it more than just food—it's an experience.

## **9. What is Communication?**

The act of giving, receiving, and sharing information is known as communication. Signs and signals provide information. Communication can take the form of speaking, writing, or any other medium. The word 'Communication' comes from the Latin word *communicare*, which means 'to share'.

## **10. What is effective communication? List two best practices for effective communication.**

There are 7 C's of effective communication, which are applicable to both written and oral communication. These are as follows –

- a. Clear- Always say clearly what you want to say.
- b. Concise – Always use simple language and say only what is required.
- c. Concrete – Always use proper words and phrases in the sentences.
- d. Correct – Always use correct spelling and grammar in the sentences.
- e. Coherent – Your words should be related to the main topic, and your words should make sense.
- f. Complete – Your message should be complete and have all the needed information.
- g. Courteous – Be honest, respectful, and friendly with others.

### **Best practices of effective communication**

- 1. Use simple language
- 2. Be respectful of others' opinions
- 3. Do not form assumptions on culture, religion, or geography
- 4. Try to communicate in person as much as possible
- 5. Use visuals
- 6. Take the help of a translator to overcome differences in language.

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