

Course Name : Diploma In Maritime Catering & Hotel Management

Course Code : HC

Semester : Second

Subject Title : Communication Skills

Subject Code : 12012

Teaching & Examination Scheme:

Teaching Scheme			Examination Scheme					
TH	TU	PR	PAPER HRS.	TH	PR	OR	TW	TOTAL
02	--	02	03	100	--	25#	25@	150

NOTE:

- **Two tests each of 25 marks to be conducted as per the schedule given by MSBTE.**
- **Total of tests marks for all theory subjects are to be converted out of 50 and to be entered in mark sheet under the head Sessional Work. (SW)**

RATIONALE:

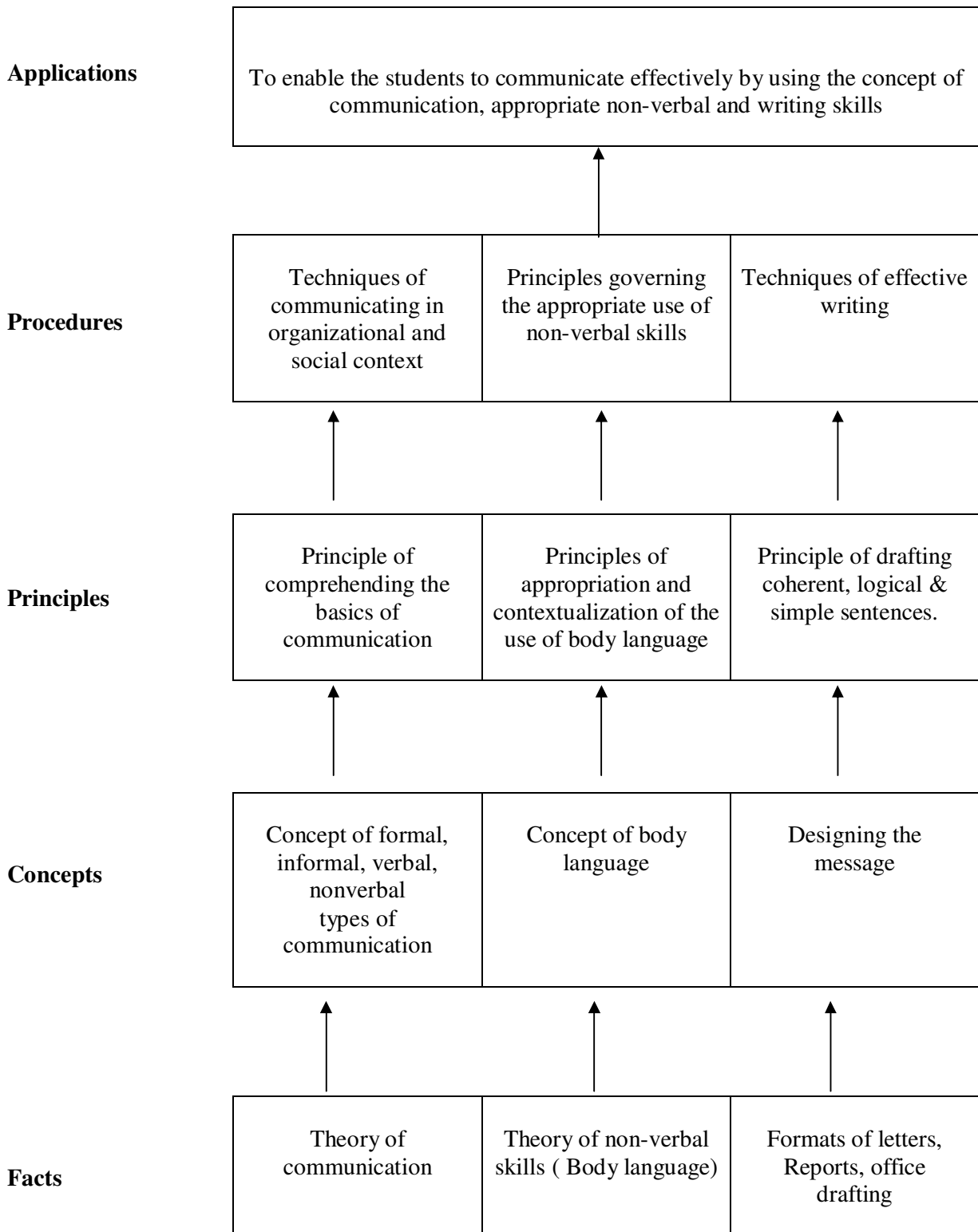
The Students have been already been exposed to the Language Skills pertaining to English, leading to a better understanding of English & use of grammar, developing a base for the language. Now with a view to achieve some mastery over the language & to develop Communication Skills, which is the main objective of this subject, the basic concepts of communication, Non-verbal and written skills have been Introduced.

OBJECTIVES:

The Students will be able to:

- 1) Understand and use the basic concepts of communication and principles of effective communication in an organized set up and social context.
- 2) Give a positive feedback in various situations, to use appropriate body language & to avoid barriers for effective communication.
- 3) Write the various types of letters, reports and office drafting with the appropriate format.

Learning Structure:



Contents: Theory

Chapter	Name of the Topic	Marks	Hours
1	Introduction to communication:		
1.1	Definition , communication cycle/ process		
1.2	The elements of communication : sender- message – channel- Receiver –Feedback & Context.		
1.3	Definition of communication process	10	04
1.4	Stages in the process : defining the context, knowing the audience, designing the message, encoding , selecting proper channels, transmitting, receiving, decoding and giving feedback		
2	Types of communication Formal- Informal, Verbal- Nonverbal, Vertical- horizontal diagonal	10	04
3	Principles of effective communication:		
3.1	Definition of effective communication		
3.2	Communication barriers & how to overcome them.	10	04
3.3	Developing effective messages: Thinking about purpose, knowing the audience, structuring the message, selecting proper channels, minimizing barriers & facilitating feedback.		
4	Non verbal- graphic communication:		
4.1	Non- verbal codes: A- Kinesics , B- Proxemics , C – Haptics, D-Vocalics , E- Physical appearance. F -Chronemics , G –Artifacts Marks: 08	30	08
4.2	Aspects of body language Marks: 06		
4.3	Interpreting visuals & illustrating with visuals like tables, charts & graphs. Marks: 08		
5	Formal written skills:		
5.1	Office Drafting: Circular, Notice, and Memo. Marks: 06		
5.2	Job Application with resume. Marks: 08		
5.3	Business correspondence: Enquiry, Order letter, Complaint letter, and Adjustment letter. Marks: 06	40	12
5.4	Report writing: Accident report, fall in production, Progress / Investigative. Marks: 08		
5.5	Defining & describing objects & giving Instructions Marks: 04		
	Total	100	32

Assignments:

1. Communication Cycle (With The Help Of Diagram)
2. Communication Situations (List Of 5 Communication situations stating the type of communication)
3. Barriers That Hinder A Particular Communication Situation. (State the type of barrier, and how to overcome them).
4. Developing A Story Or A Paragraph For The Given Topic Sentence.(in a group of 5 – 6 students)

5. Describing Various Equipments.
6. Identifying The Various Sentences With Their Type Of Writing. (e.g. Scientific, legal, colloquial etc.)
7. Business Letters
8. Letters Of Suggestion
9. Comparative Time Table Of 2 Students
10. Description Of Two Different Persons.(seeing the picture)
11. Letter To The Librarian, Principal
12. Report Writing.

NOTE: The above assignments are suggested to be completed in the prescribed work-book.

Learning Resources:

Books:

Sr. No.	Author	Title	Publisher
01	Krushna Mohan, Meera Banerji	Developing Communication Skills	Macmillan
02	Joyeeta Bhattacharya	Communication Skills	Reliable Series
03	Jayakaran	Every ones guide to effective writing	Apple publishing