

## Programme: MBA Tourism & Travel Management

### MBT5291 PERSONALITY DEVELOPMENT AND LIFE SKILLS

Course Code	MBT5291	Semester	II
Course Title	Personality Development and Life Skills		
Credits	3	Type	Core

#### Course Description

The course equips people with the social and interpersonal skills that enable them to cope with personal and professional life demands.

#### Course Outcome

By the end of the course, students are expected to be able to:

- CO1: Make students learn and practice the Life skills and its classifications
- CO2: Help students understand the mechanism of Handling guest complaints
- CO3: Understand the process and types of Listening skills and all other related matters
- CO4: Understand the fundamentals of Resume/CV making
- CO5: Develop soft skills for improved performance in the workplace and professional and personal life to be industry-ready.

#### Course Structure

The following is a detailed syllabus of Personality Development and Life Skills.

##### Module I: Life Skills

Conceptual framework, definitions and interpretations - Conceptual evolution of life skills - Classification of life skills (Mother Skills, Survival Skills, Thinking Skills, Negotiating Skills and Coping Skills)- From life skills to employability skills- Life skills for organisational leadership.

##### Module II: Handling Guest Complaints

Different types of complaints: mechanical, attitudinal, service-related, unusual-guest complaints in hotels, travel organizations, airlines, events; Reason for dissatisfaction; resolving guest complaints; case study on guest complaints.

##### Module III: Listening Skills

Listening Process; Types of Listening: Passive, Selective, Active; Barriers of Listening; Ten Commandments of Listening; Importance of Listening Skills in Business

##### Module IV: Resume Making

Introduction to Resume Making-Difference between a Resume and CV- The Strategy of Resume Writing from an Employer's Perspective- Main Body of the Resume-Clarity and Crispness of the Resume-Format and Content of the Resume- Create students resume as practical exercise.

##### Module V: Introduction to Interviews

Fundamental Principles of Interviewing- Types of Interviews- General Principles to attend interviews- Success factors in an Interview- Types of Interview questions- styles of Interview, Dress Code- Conducting mock interviews.

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### Testing & Evaluation:

Internal Assessment (100 Marks)
Activity 1– 25 Marks
Activity 2– 25 Marks
Activity 3– 25 Marks
Activity 4 – 25 Marks

### References

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- Madhukar, R. K. (2016). Business Communication. Noida: Vikas Publishing House Pvt Ltd.
- Asha, K. (2015). Effective Business Communication. New Delhi: PHI.
- Mary, M. (2013). Guide to Managerial Communication: Effective Writing & Speaking. New Delhi: PHI.
- Raman, M., & Singh, P. (2012). Business Communication. New Delhi: Oxford University Press.
- Guffey, M.A., & Loewy, D. (2010). Business Communication: Process and Product. Boston: South-Western Cengage Learning.
- Meenakshi Raman & Prakash Singh (2012), Business Communication, 2/e, Oxford University Press.
- UN Inter Agency Working Group (P&D), 2002: Life Skills for Health Promotion. Part-1, India.