

**DEPARTMENT OF TOURISM
HENRY BAKER COLLEGE, MELUKAVU
CERTIFICATE PROGRAMME**

Programme Code: HBC/B.VOC/CP03/2023-2024

Title of the Programme: COMMUNICATION AND PERSONALITY SKILLS

Name of the Faculty Charge: Sri. Joshy Sam Johnson

Instructional Hours: 30 Hours

**SYLLABUS
(100% Theory)**

Objective: To make the students aware of the fundamental concepts of business communication and assist the students in developing appropriate and impressive communication skill in tourism industry.

Module I: Communication: Meaning, Role, Functions. Importance and Essentials of communication in Business Organizations, Process of Business Communication. Communication Models, Barriers to effective communication.

(8 Hours)

Module II: Classification of communication (Formal and Informal; personal, Inter-personal, Group & Mass, Vertical & Horizontal: Upward & Downward, One-way & Two-way: Verbal & Non-verbal)

(6Hours)

Module III: Telecommunication Skills: Communication over Telephone for reminder/ follow up of events. Telephone Handling Skills. Complaint Management, Resume writing and facing interviews, Report Writing

(7Hours)

Module IV: Personality and Body Language Definition, Types Characteristics of personality. Importance of Dressing and Etiquettes in Business Communication, Facial Expression, Eye Contact, Posture, Dress, Attitude.

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LIST OF STUDENTS ENROLLED

SL NO	ENROLMENT ID	NAME	DEPARTMENT	UG OR PG
1	22MH506	HRIDAY AH	HISTORY	PG
2	22HS110	ANJU TG	HISTORY	UG
3	21EN327	YUGIN RICHARD EDMOND	ENGLISH	UG
4	22MH514	SIJI ELIZABETH SUNNY	HISTORY	PG
5	22MH516	SUNU GEORGE	HISTORY	PG
6	22HS126	PAVITHRA SABU	HISTORY	UG
7	21EN320	NIHAL SAJI	ENGLISH	UG
8	21CP207	ALBIN JAMES	COMMERCE	UG
9	21HS145	SONA SUNNY	HISTORY	UG
10	21CP206	AKSHARA HARI	COMMERCE	UG
11	21HS141	SHALUMOL SASI	HISTORY	UG
12	22HS105	ALBY SEBASTIAN	HISTORY	UG
13	22HS113	ASHLEY SEBASTIAN	HISTORY	UG
14	21HS116	ATHIRA N	HISTORY	UG
15	22MH507	JUSTIN JOSEPH	HISTORY	PG
16	22MH515	SNEHAMOL GEORGE	HISTORY	PG
17	21EN325	SHANIMOL SHAJU	ENGLISH	UG
18	22FT703	JEENO JOHN	COMMERCE	UG
19	21HS128	KEZEEYA BIJU	HISTORY	UG
20	21EN301	ABIN MONU	ENGLISH	UG
21	21HS125	JOSMI SAM	HISTORY	UG
22	22MH518	VASUNDHARA SANTHOSH	HISTORY	PG



Department of Tourism Studies
Henry Baker College
Melukavu - 686 652



CERTIFICATE COURSE IN COMMUNICATION AND PERSONALITY SKILLS FOR TOURISM

ACADEMIC YEAR 2023- 2024

A certificate course in 'COMMUNICATION AND PERSONALITY SKILLS FOR TOURISM 'was introduced by the Department of Tourism in 2023-24. This program is beneficial for the students, as it helps to lubricate social interactions in a very flexible way and it's closely related to the need for people to maintain a positive face and feel approved.

Assessment Procedure

An examination was conducted through google form on 13-4-2024 in which 17 participants were present. Students who have obtained above 40 percentage mark in the written examination were declared as a successful participant.

2023-2024 SUMMARY REPORT

During 2023-2024, 22 students were enrolled for the course. The examination was conducted by the Department of Tourism on 13-4-2024.



Joshy Sam Johnson

Coordinator of the Programme

Toby Sam Johnson

(Handwritten signature/initials)

Name	Department	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
Abin Monu	BA English	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB		
Mukunon T J	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB		
Vigin Richard	BA English	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	
Nehal Sogit	BA English	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	
Saratin Dju	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	
Shanuner/ Syu	BA English	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Saoung K.G.	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Shalmer/ Sori	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Sona Sony	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Hendri H.H.	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Hnju Tca	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Killy Sebastian	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Rily Sebastian	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Resaurtha Sabu	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Junu Creanga	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Svi Elizabeth	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Arhisa N	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB
Jeno John	BA History	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB	AB

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GRADE SHEET

SL NO	NAME	MARK
1	HRIDAY AH	20
2	ANJU TG	16
3	YUGIN RICHARD EDMOND	26
4	SIJI ELIZABETH SUNNY	24
5	SUNU GEORGE	18
6	PAVITHRA SABU	20
7	NIHAL SAJI	24
8	ALBIN JAMES	24
9	SONA SUNNY	14
10	AKSHARA HARI	24
11	SHALUMOL SASI	16
12	ALBY SEBASTIAN	30
13	ASHLEY SEBASTIAN	24
14	ATHIRA N	22
15	JUSTIN JOSEPH	26
16	SNEHAMOL GEORGE	20
17	SHANIMOL SHAJU	14

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