

Assessment 11

Total Marks: 30

- Q.1 Short Questions; (16)
- i. Explain how the following range of communication methods are used by personnel at an event:
 - a) Verbal
 - b) Non-verbal
 - c) Written
 - d) Electric
 - ii. Describe 2 potential barriers to communication at an event and how those barriers can be overcome.
 - iii. What is the difference between "inter-professional communication" and "public information and communication"?
 - iv. Explain what is meant by customer service.
 - v. Why good customer service is essential for every event?
 - vi. Identify a potential customer problem that personnel may face at an event and explain how that problem can be overcome?
 - vii. Outline the customer service skills required by an event planner/ coordinator.
 - viii. Which type of special facilities should be provided for people with special needs and how they are planned?
- Q.2. Write short notes on the use of the followings: (8)
- a) Radio communication
 - b) Telephone equipment
 - c) CCTV
 - d) Alarms
 - e) PA Systems
 - f) Screens, Score boards
 - g) Loud hailers