

Roll No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

Marks allotted to each question are given in brackets

- Q.1. What is communication? Identify the sender-oriented barriers to communication. (10)
- Q.2. Define Proxemics. How would you explain the use of space in communication?
OR
What are the different levels of listening that makes it effective in 2-way communication? (10)
- Q.3. 'Right body language is the key to success'. Explain in about 150 words.
OR
Differentiate between note taking and note making. (5)
- Q.4. What is the need of telephone skills within a hotel? How these play a vital role in guest satisfaction? (5)
- Q.5. Define the following (any two):
(a) Kinesics (b) Phonetics (c) Audience Analysis (d) Grapevine (2x 2 ½ =5)
- Q.6. How colours and plants signify the communication? (5)
- Q.7. What are the essential qualities of a good speaker? Suggest ways to develop those qualities by a fresher in a hospitality institute. (5)
- Q.8. Use the following homophones in sentence to illustrate the difference in their meaning (any five):
(a) RIGHT / WRITE (b) IN / INN (c) FORE / FOUR
(d) MEET / MEAT (e) WINE / VINE (f) HOLE / WHOLE
(g) WAIST / WASTE (h) STATIONERY / STATIONARY (5x1=5)

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In a global inundated with monitors and the cacophony of instantaneous connection, the profound energy and mental resonance of verbal artistry usually disappear in to obscurity, eclipsed by the constant onslaught of sound and distractions. However, nestled within the lyrical pages of **Quizes For Bhm109**, a interesting function of fictional brilliance that impulses with organic emotions, lies an unforgettable journey waiting to be embarked upon. Written with a virtuoso wordsmith, this enchanting opus instructions readers on an emotional odyssey, gently revealing the latent possible and profound impact stuck within the elaborate web of language. Within the heart-wrenching expanse with this evocative evaluation, we shall embark upon an introspective exploration of the book is main themes, dissect their fascinating writing design, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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