

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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