

Roll No.....

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

COURSE : 2<sup>nd</sup> 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)

\*\*\*\*\*

# Quizes For Bhm109

**M Carnoy**



## **Quizes For Bhm109:**

## Unveiling the Power of Verbal Artistry: An Emotional Sojourn through **Quizes For Bhm109**

In some sort of inundated with screens and the cacophony of quick interaction, the profound power and emotional resonance of verbal beauty usually fade into obscurity, eclipsed by the continuous assault of sound and distractions. Yet, situated within the lyrical pages of **Quizes For Bhm109**, a interesting work of fictional elegance that pulses with natural thoughts, lies an remarkable trip waiting to be embarked upon. Published with a virtuoso wordsmith, this magical opus guides viewers on a psychological odyssey, softly revealing the latent possible and profound impact stuck within the complex internet of language. Within the heart-wrenching expanse of the evocative examination, we can embark upon an introspective exploration of the book is central subjects, dissect their fascinating writing model, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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