

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA.
ACADEMIC YEAR 2018-2019

| | | | |
|--------------|---|--|----------------|
| COURSE | : | 2 nd 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. Define kinesics. Describe in detail the aspects of body language in communication. (10)
 Discuss the role of grooming for hospitality professionals. (10)
 OR
- Q.2. Discuss the barriers of communication. How can barriers be overcome? (10)
- Q.3. Discuss the barriers to listening. (8)
- Q.4. How would you make a speech effective? (5)
- Q.5. Briefly discuss the characteristics of communication. (5)
 OR
- Make sentences to bring out the meaning:
- (i) Bare; bear
 (ii) Buy; bye
 (iii) Dew; due
 (iv) Hear; here
 (v) Wait; weight (5x1=5)
- Q.6. Write short notes (any two): (2x3=6)
 (a) Intrapersonal communication
 (b) Empathic listening
 (c) Telephone skills
- Q.7. What points would you bear in mind to make listening effective? (6)

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