

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)

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# Quizes For Bhm109

**Wenbin Ji**



**Quizes For Bhm109:**

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## **Table of Contents Quizes For Bhm109**

1. Understanding the eBook Quizes For Bhm109
  - The Rise of Digital Reading Quizes For Bhm109
  - Advantages of eBooks Over Traditional Books
2. Identifying Quizes For Bhm109
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Quizes For Bhm109
  - User-Friendly Interface
4. Exploring eBook Recommendations from Quizes For Bhm109
  - Personalized Recommendations
  - Quizes For Bhm109 User Reviews and Ratings
  - Quizes For Bhm109 and Bestseller Lists
5. Accessing Quizes For Bhm109 Free and Paid eBooks
  - Quizes For Bhm109 Public Domain eBooks
  - Quizes For Bhm109 eBook Subscription Services
  - Quizes For Bhm109 Budget-Friendly Options
6. Navigating Quizes For Bhm109 eBook Formats

- ePub, PDF, MOBI, and More
  - Quizzes For Bhm109 Compatibility with Devices
  - Quizzes For Bhm109 Enhanced eBook Features
7. Enhancing Your Reading Experience
    - Adjustable Fonts and Text Sizes of Quizzes For Bhm109
    - Highlighting and Note-Taking Quizzes For Bhm109
    - Interactive Elements Quizzes For Bhm109
  8. Staying Engaged with Quizzes For Bhm109
    - Joining Online Reading Communities
    - Participating in Virtual Book Clubs
    - Following Authors and Publishers Quizzes For Bhm109
  9. Balancing eBooks and Physical Books Quizzes For Bhm109
    - Benefits of a Digital Library
    - Creating a Diverse Reading Collection Quizzes For Bhm109
  10. Overcoming Reading Challenges
    - Dealing with Digital Eye Strain
    - Minimizing Distractions
    - Managing Screen Time
  11. Cultivating a Reading Routine Quizzes For Bhm109
    - Setting Reading Goals Quizzes For Bhm109
    - Carving Out Dedicated Reading Time
  12. Sourcing Reliable Information of Quizzes For Bhm109
    - Fact-Checking eBook Content of Quizzes For Bhm109
    - Distinguishing Credible Sources
  13. Promoting Lifelong Learning
    - Utilizing eBooks for Skill Development
    - Exploring Educational eBooks
  14. Embracing eBook Trends
    - Integration of Multimedia Elements
    - Interactive and Gamified eBooks

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