SUBJECT CODE: BHM109

EXAM DATE: 09.05.2018

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 guestion are given in brackets Q.1. What is communication? Identify the sender-oriented barriers to communication. (10)Define Proxemics. How would you explain the use of space in communication? 0.2. OR. What are the different levels of listening that makes it effective in 2-way communication? (10)O.3. "Right body language is the key to success". Explain in about 150 words. OR Differentiate between note taking and note making. (50)Q.4. What is the need of telephone skills within a hotel? How these play a vital role in quest satisfaction? (5)Define the following (any two): O.5. (c) Audience Analysis (d) Grapevine (a) Kinesics . (b) Phonetics $(2 \times 2 \% = 5)$ 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)O.S. Use the following homophones in sentence to illustrate the difference in their meaning (any five): RIGHT / WRITE FORE / FOUR (a) (b) IN / INN (c)(d) MEET / MEAT (e) WINE / VINE (f) HOLE / WHOLE STATIONERY / STATIONARY (q) WAIST / WASTE (h): $(5 \times 1 = 5)$

Quizes For Bhm109

R Barnett

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Quizes For Bhm109 Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the power of words has be much more evident than ever. They have the capability to inspire, provoke, and ignite change. Such is the essence of the book **Quizes For Bhm109**, a literary masterpiece that delves deep to the significance of words and their affect our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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