

Roll No.

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

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. 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? (10)
- OR**
- What are the different levels of listening that makes it effective in 2-way communication?
- Q.3. 'Right body language is the key to success'. Explain in about 150 words. (5)
- OR**
- Differentiate between note taking and note making.
- 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): (5)
- (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): (5)
- | | | |
|-------------------|-----------------------------|------------------|
| (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

David Baud



Quizes For Bhm109:

Adopting the Tune of Expression: An Emotional Symphony within **Quizes For Bhm109**

In a world taken by displays and the ceaseless chatter of instantaneous connection, the melodic elegance and emotional symphony created by the published term frequently diminish into the backdrop, eclipsed by the persistent sound and disturbances that permeate our lives. But, nestled within the pages of **Quizes For Bhm109** a marvelous fictional value overflowing with fresh emotions, lies an immersive symphony waiting to be embraced. Constructed by an elegant composer of language, that captivating masterpiece conducts readers on a psychological journey, skillfully unraveling the concealed tunes and profound influence resonating within each carefully constructed phrase. Within the depths of the moving examination, we will explore the book is key harmonies, analyze its enthralling writing fashion, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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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

- Quizzes For Bhm109 User Reviews and Ratings
- Quizzes For Bhm109 and Bestseller Lists
- 5. Accessing Quizzes For Bhm109 Free and Paid eBooks
 - Quizzes For Bhm109 Public Domain eBooks
 - Quizzes For Bhm109 eBook Subscription Services
 - Quizzes For Bhm109 Budget-Friendly Options
- 6. Navigating Quizzes 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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