

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?
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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