

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. (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**): (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

Wenbin Ji



Quizes For Bhm109:

The Enigmatic Realm of **Quizes For Bhm109**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Quizes For Bhm109** a literary masterpiece penned by a renowned author, readers attempt a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting effect on the hearts and minds of people who partake in its reading experience.

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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 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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