

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

Christian G. Meyer



Quizes For Bhm109:

Enjoying the Beat of Term: An Psychological Symphony within **Quizes For Bhm109**

In some sort of consumed by monitors and the ceaseless chatter of fast interaction, the melodic beauty and emotional symphony produced by the published term often fade into the background, eclipsed by the relentless sound and distractions that permeate our lives. However, nestled within the pages of **Quizes For Bhm109** a stunning fictional prize brimming with organic feelings, lies an immersive symphony waiting to be embraced. Crafted by an elegant composer of language, this captivating masterpiece conducts viewers on a psychological journey, skillfully unraveling the hidden tunes and profound impact resonating within each cautiously crafted phrase. Within the depths of this emotional analysis, we shall examine the book is main harmonies, analyze their enthralling publishing fashion, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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