

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

COURSE : 2nd 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. Define kinesics. Describe in detail the aspects of body language in communication.
OR
Discuss the role of grooming for hospitality professionals. (10)
- Q.2. Discuss the barriers of communication. How can barriers be overcome? (10)
- Q.3. Discuss the barriers to listening. (8)
- Q.4. How would you make a speech effective? (5)
- Q.5. Briefly discuss the characteristics of communication. (5)
- OR
- Make sentences to bring out the meaning:
- (i) Bare; bear
(ii) Buy; bye
(iii) Dew; due
(iv) Hear; here
(v) Wait; weight (5x1=5)
- Q.6. Write short notes (any two):
(a) Intrapersonal communication
(b) Empathic listening
(c) Telephone skills (2x3=6)
- Q.7. What points would you bear in mind to make listening effective? (6)

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