

Roll No. ....

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

COURSE	:	2 <sup>nd</sup> 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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# Quizes For Bhm109

**Clemens Wendtner**

**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 lacking extraordinary. Within the captivating pages of **Quizes For Bhm109** a literary masterpiece penned by a renowned author, readers set about 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 impact on the hearts and minds of those who partake in its reading experience.

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