

Roll No.

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

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. 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
 $(2 \times 2 \frac{1}{2} = 5)$

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
 $(5 \times 1 = 5)$

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Ensheng Dong

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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 Quizes For Bhm109 Free and Paid eBooks

- Quizes For Bhm109 Public Domain eBooks
- Quizes For Bhm109 eBook Subscription Services
- Quizes For Bhm109 Budget-Friendly Options

6. Navigating Quizes For Bhm109 eBook Formats

- ePUB, PDF, MOBI, and More
- Quizes For Bhm109 Compatibility with Devices
- Quizes For Bhm109 Enhanced eBook Features

7. Enhancing Your Reading Experience

- Adjustable Fonts and Text Sizes of Quizes For Bhm109
- Highlighting and Note-Taking Quizes For Bhm109
- Interactive Elements Quizes For Bhm109

8. Staying Engaged with Quizes For Bhm109

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Quizes For Bhm109

9. Balancing eBooks and Physical Books Quizes For Bhm109

- Benefits of a Digital Library
- Creating a Diverse Reading Collection Quizes For Bhm109

10. Overcoming Reading Challenges

- Dealing with Digital Eye Strain
- Minimizing Distractions
- Managing Screen Time

11. Cultivating a Reading Routine Quizes For Bhm109

- Setting Reading Goals Quizes For Bhm109
- Carving Out Dedicated Reading Time

12. Sourcing Reliable Information of Quizes For Bhm109

- Fact-Checking eBook Content of Quizes 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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