

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
 $(5 \times 1 = 5)$

Quizes For Bhm109

Jiyuan Zhang

Quizes For Bhm109:

Unveiling the Magic of Words: A Overview of "**Quizes For Bhm109**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their power to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Quizes For Bhm109**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound affect the souls of its readers.

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