

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

| | | | |
|----------------|---|--|----------------|
| COURSE SUBJECT | : | 2 nd Semester of 3-year B.Sc. in H&HA | MAX. MARKS: 50 |
| TIME ALLOWED | : | Communication 02 Hours | |

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.
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? (5)

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