

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

**Siddappa N.Byrareddy**

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