

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

**G Orfield**

**Quizes For Bhm109:**

## **Quizes For Bhm109** Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the ability of words has become more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such is the essence of the book **Quizes For Bhm109**, a literary masterpiece that delves deep into the significance of words and their effect on our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book's key themes, examine its writing style, and analyze its overall effect on readers.

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