

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? (10)
- OR**
- What are the different levels of listening that makes it effective in 2-way communication?
- Q.3. 'Right body language is the key to success'. Explain in about 150 words. (5)
- OR**
- Differentiate between note taking and note making.
- 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): (5)
- (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): (5)
- |                   |                             |                  |
|-------------------|-----------------------------|------------------|
| (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)

\*\*\*\*\*

# Quizes For Bhm109

**LL Leslie**



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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 Quizzes For Bhm109 eBook Formats
  - ePub, PDF, MOBI, and More
  - Quizzes For Bhm109 Compatibility with Devices
  - Quizzes For Bhm109 Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Quizzes For Bhm109
  - Highlighting and Note-Taking Quizzes For Bhm109
  - Interactive Elements Quizzes For Bhm109
8. Staying Engaged with Quizzes For Bhm109
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Quizzes For Bhm109
9. Balancing eBooks and Physical Books Quizzes For Bhm109
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Quizzes For Bhm109
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Quizzes For Bhm109
  - Setting Reading Goals Quizzes For Bhm109
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Quizzes For Bhm109
  - Fact-Checking eBook Content of Quizzes 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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THE GLASS MENAGERIE, [MUSIC: 'THE GLASS MENAGERIE' UNDER FAINTLY. Lightly.] Not one gentleman ... [MUSIC: 'THE GLASS MENAGERIE'. He stretches out his hand.] Oh, be careful - if ... The Glass Menagerie book script of the play. [SCREEN LEGEND: 'OÙ SONT LES NEIGES.')] There was young Champ Laughlin who later became vice-president of the Delta Planters. Bank. The Glass Menagerie - Tennessee Williams (AMANDA exits through living-room curtains. TOM is left with LAURA. He stares at her stupidly for a moment. Then he crosses to shelf holding glass menagerie. The Glass Menagerie Amanda Wingfield is a faded, tragic remnant of Southern gentility who lives in poverty in a dingy St. Louis apartment with her son, Tom, and her daughter, ... The Glass Menagerie When Amanda convinces Tom to bring home from his workplace a "gentleman caller" for Laura, the illusions that Tom, Amanda, and Laura have each created in order ... The Glass Menagerie Text Scene 1: The Wingfield apartment is in the rear of the building, one of those vast hive-like conglomerations of cellular living-units that flower as. Tennessee Williams - The Glass Menagerie (Scene 3) LEGEND ON SCREEN: 'AFTER THE FIASCO' [TOM speaks from the fire-escape landing.] TOM: After the fiasco at Rubicam's Business College, the idea of getting a ... "The Glass Menagerie," Scene One and Scene Two, by ... 41 Scene 1. 352 The Wingfield apartment is in the rear of the building, one of those vast hive-like conglomerations of cellular living-units that flower as ... Tennessee Williams - The Glass Menagerie (Scene 7) A moment after the curtain rises, the lights in both rooms flicker and go out.] JIM: Hey, there, Mr Light Bulb ! [AMANDA laughs nervously. LEGEND: 'SUSPENSION ... The Glass Menagerie: Acting Edition: Tennessee Williams A new introduction by the editor of The Tennessee Williams Annual Review, Robert Bray, reappraises the play more than half a



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