

Roll No.

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018**

COURSE	:	2 nd 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

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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 Quizes 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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