

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  
 $(2 \times 2 \frac{1}{2} = 5)$

**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  
 $(5 \times 1 = 5)$

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## Quizes For Bhm109

**Karin Nielsen-Saines**

**Quizes For Bhm109:**

This book delves into Quizes For Bhm109. Quizes For Bhm109 is an essential topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Quizes For Bhm109, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

- Chapter 1: Introduction to Quizes For Bhm109
- Chapter 2: Essential Elements of Quizes For Bhm109
- Chapter 3: Quizes For Bhm109 in Everyday Life
- Chapter 4: Quizes For Bhm109 in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, the author will provide an overview of Quizes For Bhm109. The first chapter will explore what Quizes For Bhm109 is, why Quizes For Bhm109 is vital, and how to effectively learn about Quizes For Bhm109.
3. In chapter 2, the author will delve into the foundational concepts of Quizes For Bhm109. The second chapter will elucidate the essential principles that need to be understood to grasp Quizes For Bhm109 in its entirety.
4. In chapter 3, this book will examine the practical applications of Quizes For Bhm109 in daily life. This chapter will showcase real-world examples of how Quizes For Bhm109 can be effectively utilized in everyday scenarios.
5. In chapter 4, the author will scrutinize the relevance of Quizes For Bhm109 in specific contexts. The fourth chapter will explore how Quizes For Bhm109 is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, this book will draw a conclusion about Quizes For Bhm109. This chapter will summarize the key points that have been discussed throughout the book.

The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Quizes For Bhm109.

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