

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?
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)

Quizes For Bhm109

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Quizes For Bhm109:

The Top Books of the Year Quizes For Bhm109 The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous captivating novels enthralling the hearts of readers worldwide. Lets delve into the realm of top-selling books, exploring the fascinating narratives that have charmed audiences this year. The Must-Read : Colleen Hoovers "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can prevail. Quizes For Bhm109 : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Quizes For Bhm109 : Delia Owens "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens weaves a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a exceptional and thrilling novel that will keep you wondering until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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