

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE : 2nd 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 are the barriers to communication? How do we overcome these barriers?
(5+5=10)
- Q.2. Write short notes on **any two**:
(a) Proxemics (b) Paralanguage (c) Artifacts
(2x5=10)
- Q.3. Define communication. Explain the characteristics of human communication.
OR
Explain the importance of effective speech for hotel professionals.
(5)
- Q.4. What are the essential qualities of a good speaker?
OR
What do you understand by audience analysis? Explain its importance.
(5)
- Q.5. Explain the difficulties of listening. What can we do to improve listening skills?
OR
Proper grooming is of great importance in hotel industry. Explain.
(5)
- Q.6. Explain the importance of telephone skills for front office personnel.
(5)
- Q.7. Discuss the importance of Non-verbal communication.
(5)
- Q.8. Make sentences to bring out the meaning of the following:
(a) Aloud/Allowed (b) Beat/Beet
(c) Career/Carrier (d) Great/Grate
(e) Straight/Strait
(5x1=5)

SUBJECT CODE: BHM109

EXAM DATE: 29.04.2015

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

COURSE : 2nd 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. How will you plan for a good speech?
OR
Explain the communication cycle with a neat diagram. (10)
- Q.2. Define communication. Explain **any two** types of communication in detail. (10)
- Q.3. Write short note on Proxemics. (5)
- Q.4. Make sentences to bring out the meaning of the following:
(a) Affect/Effect (b) Access/Excess (c) Pore/Pour
(d) Pray/Prey (e) Council/Counsel (5x1=5)
- Q.5. Write the meaning for **any five** foreign words:
(a) Par Excellence (b) Sine die (c) Viva-voce (d) In toto
(e) Inter alia (f) En block (g) In camera (5x1=5)
- Q.6. Find the correct words from the jumbled (**any five**):
(a) VLCEER (b) NIETSL (c) SECPEH (d) SSSRTE
(e) ARREBRI (f) EBNCEDIIRL (g) HEEPOTLIEN (5x1=5)
- Q.7. What are the Do's and Don't's of Telephonic communication? (5)
- Q.8. Explain the difficulties of listening. What can we do to improve listening skills? (5)

SUBJECT CODE: BHM109

EXAM DATE: 27.04.2016

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 2nd 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. Explain the aspects of Non-Verbal Communication.
OR
What are the barriers to Communication? How can we overcome these barriers?
(10)
- Q.2. Define Communication. Explain briefly the different types of communication.
OR
List and explain the factors involved in the process of communication.
(10)
- Q.3. Effective communication skills are key to the path to success. Discuss the Positive Communication techniques that you would practice.
(5)
- Q.4. Discuss the barriers to effective Listening. What can we do to improve listening?
(5)
- Q.5. What are the characteristics of a good speech?
(5)
- Q.6. What are the different types of listening? Explain briefly.
(2+3=5)
- Q.7. Make sentences to bring out the meaning of the following:
(a) Career/Carrier (b) Great/Grate (c) Plane/Plain
(d) Dye/Die (e) To/Two/Too
(5x1=5)
- Q.8. Write short notes on the following (any two):
(a) Proxemics
(b) Audience Analysis
(c) Telephone etiquette in brief
(2x2 ½ =5)

SUBJECT CODE: BHM109

EXAM DATE: 25.04.2017

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : 2nd 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. Define communication. Discuss the communication process in detail.
OR
Elaborate on the various barriers to communication. How can the barriers be eliminated?
(10)
- Q.2. What are the essential qualities of a good speaker? Suggest ways to develop these qualities.
OR
Discuss the various types of listening with examples.
(10)
- Q.3. Write short notes on **any two**:
(a) Note taking (b) Audience analysis (c) Grapevine
(2x2 ½ =5)
- Q.4. Discuss the importance of body language for a professional giving examples.
(5)
- Q.5. Make sentences to differentiate the meaning of following homophones (**any five**):
(a) Pale/Pail (b) Fare/Fair (c) Dairy/Diary
(d) Birth/Berth (e) Great/Grate (f) Accept/Except
(g) Weather/Whether
(5x1=5)
- Q.6. What do you understand by the term Kinesics? Elaborate.
(5)
- Q.7. Discuss the importance of telephone etiquettes with respect to hotel industry.
(5)
- Q.8. Explain "communicative use of artifacts" in detail with examples.
(5)
