



## **SECTION-B**

2. List the barriers to communication.
3. What are the levels of listening?
4. List the essential qualities of a good speaker.
5. Explain the importance of speech in hotels.
6. Describe the importance of non- verbal communication.

## **SECTION-C**

7. Explain the nature of telephone activities in hotel industry.
8. Describe the importance of purpose, organizing the ideas in delivery of speech.
9. Write an essay on effective speaking in restaurant and its benefits.



## SECTION-B

2. Explain various models of communication.
3. What is non verbal communication? Outline its importance in front office operations.
4. List telephone etiquettes.
5. What is listening? Explain various types of listening.
6. Define phonetics. List five consonant symbols with examples. Also give the difference between English and Hindi pronunciation.

## SECTION-C

7. What points should be considered while addressing a group? Give a framework of public speaking.
8. What are the barriers to effective communication? What measures will you take to overcome these?
9. Give the nature of telephone activity in hotel Industry. What is the need for developing telephone skills and how will you develop these?

**Roll No.**

**Total No. of Pages : 02**

**Total No. of Questions : 09**

B.Sc.(HMCT) (2011 & Onward) (Sem.-2)

COMMUNICATION - II

Subject Code : BSHM-206

Paper ID : [C1113]

**Max. Marks : 60**

**Time : 3 Hrs.**

**INSTRUCTIONS TO CANDIDATES :**

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1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
  2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
  3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION-A**

1. **Write briefly :**
  1. Feedback in communication
  2. Grievance redressal
  3. Sender and Receiver
  4. Decoding
  5. Role of Pronunciation in speech
  6. Listening vs. Hearing
  7. Role of office layout and colour in communication
  8. Selective listening
  9. One way model of communication
  10. Role of clarity and conciseness of message

## SECTION-B

2. Discuss merits of grapevine and its demerits.
3. Write a note on communication as an integral part of the process of change.
4. What is notetaking? Can employees be trained for effective listening?
5. How does the seating arrangement in an office influence communication?
6. Elucidate the role of pronunciation and accent of the staff in hotel industry.

## SECTION-C

7. *"Touch, smell and taste also communicate, but signal and sound play a greater role in communications."* Discuss the statement with regard to nonverbal aspects of communicating within the organization.
8. What do you mean by 'effective communication'? How does the knowledge of the communication process help us in communicating effectively?
9. The hotel staff should be trained to handle different types of telephonic inquiries. Why and how?



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**Total No. of Pages: 02**

**Max. Marks: 60**

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. Section B contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. Section C contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

1. Explain Briefly:

- a) Define non verbal communication.
- b) What are skills necessary for making a telephone call?
- c) How an effective communication is made by the use of body language?
- d) What are the qualities of good speaker?
- e) Define ' inter-personal perception.'
- f) Why feedback is essential for communication?
- g) How are communication skills interlinked with efficient functioning of an organization?
- h) Draw the basic communication process.
- i) Why audience analysis is important before addressing them?
- j) Differentiate between listening and hearing.

2. Mention in detail the essentials of effective communication.
3. Write a brief note on verbal communication.
4. Explain downward communication.
5. Write about the role of feedback in communication
6. List the steps in the listening process.

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### SECTION C

7. Non verbal communication is very important. Justify the statement with examples.
8. What do we study in Phonetics? Illustrate some examples.
9. Discuss the importance of telephone in Hotel industry.



**Total No. of Pages: 02**

**COMMUNICATION - II**

M Code: 12002

Subject Code: BSHM-206

Paper ID: [C1113]

**Time: 3 Hrs.**

**Max. Marks: 60**

**INSTRUCTIONS TO CANDIDATES:**  
SECTION-A is COMPULSORY

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

## SECTION A

1. a) Which are three different forms of communication.
- b) How is communication a two way process?
- c) What is the purpose of business communication?
- d) Describe benefits of listening.
- e) How is listening process somewhat complex?
- f) How can a speaker judge his audience?
- g) It is said that empathy refers to an individual's ability to project himself into the personality of the other. Elaborate.
- h) What is feedback?
- i) How is handling of the telephone an art?
- i) What is the importance of right accent for people associated with hotel industry?

## SECTION B

2. Write a note on audience analysis.
3. Highlight different forms of non-verbal communication.
4. Which are essential qualities of a good speaker?

5. Discuss the techniques of note taking.
6. What are barriers to effective listening?

### SECTION C

7. Write a note on telephone manners while making or receiving a call.
8. What are barriers to communication? How can we overcome them?
9. What is upward communication? How is it different from downward communication?