

### SECTION-D

**Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.23 What is the role of communication and soft skills in hotel industry?
- Q.24 Positive thinking is a kind of blessing. Explain.
- Q.25 Explain in detail the impact of body language and non-verbal communication.

No. of Printed Pages : 4

DHM-3017

Roll No. ....

### Diploma in Hotel Magt.

**Subject : Hotel Communication Cum Soft Skills  
Module - III**

Time : 3 Hrs.

M.M. : 70

### SECTION-A

**Note:** Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 A \_\_\_\_\_ speaker looks into the eyes of the audience.
- a) Confident                      b) impatient  
c) rude                              d) impolite
- Q.2 The tone of the speaker should be \_\_\_\_\_
- a) loud                              b) clear  
c) low                                d) soft
- Q.3 \_\_\_\_\_ is the person who notices and decodes and attaches some meaning to the message
- a) receiver                        b) driver  
c) sender                          d) cleaner
- Q.4 Our dress code is an example of \_\_\_\_\_ communication.
- a) Verbal                            b) Non-verbal

- c) Written                      d) Spoken
- Q.5 What is the first thing you must utter when you pick up a call?
- a) Your name and designation  
b) Who is calling?  
c) Why did you call?  
d) Where do you live?
- Q.6 An instruction must be followed by \_\_\_\_\_
- a) Spoken reply              b) Written reply  
c) Action                      d) Sign
- Q.7 Role play is an instructional technique which includes \_\_\_\_\_
- a) Active participation      b) Dramatization  
c) Participants                d) All the above

### SECTION-B

- Note:** Objective/ Completion type questions. All questions are compulsory. (7x1=7)
- Q.8 The word 'communication' is derived from which word of Latin?
- Q.9 Writing mail to your boss is which mode of communication?
- Q.10 What does biting of nail show?

- Q.11 What is the response to the sender's message called?
- Q.12 Dress code is an example of which communication?
- Q.13 Once a message is encoded in a desired format it is transferred through a medium called \_\_\_\_\_.
- Q.14 Facial expression and body language is the example of which communication?

### SECTION-C

- Note:** Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)
- Q.15 What should be avoided for effective communication? Explain.
- Q.16 What do you mean by Body language?
- Q.17 Write down the do's and don'ts of the telephonic messages.
- Q.18 What are the basics of responding a query ? Explain.
- Q.19 What do you mean by the first impression?
- Q.20 How to control anger at work place?
- Q.21 What is the role playing? How does it help in improving communication skills?
- Q.22 How to place an order?