

- Q.16 What are some common emotions that can be expressed through body language?
- Q.17 Note down some tips for controlling anger.
- Q.18 What is inter-departmental office correspondence?
- Q.19 Write some ways to develop a positive thinking mindset.
- Q.20 Note down the importance of records and filling in a proper manner.
- Q.21 What are some common mistakes to be avoided in writing a notice?
- Q.22 What are the key points that you should keep in mind while responding to a query?

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x8=16)
- Q.23 What are the workplace etiquettes? and why is it important?
- Q.24 Write a sample email requesting the feedback on hotel experience from a guest.
- Q.25 What are consultancy services? Write some advantages of using consultancy services in the hotel industry.

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2nd Sem. / Hotel Management & Catering Technology

Subject : Hotel Business Communication - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 What of the following is an example of communication channel in the hotel industry?
a) Body language b) Emails
c) Query d) Message
- Q.2 What are the different forms of official communication in business?
a) Letters, filing, and e-mails
b) Memos, phone calls, and reports
c) Meetings, presentations, and conferences
d) All of the above
- Q.3 What is not an example of good etiquette at work?
a) Arriving on time and being punctual
b) Using jargons and harsh tone of voice
c) Respecting personal space and boundaries
d) All of the above

- Q.4 Why should hotel employees note down a message?
- To ensure that they remember the message accurately.
 - To have a written record of the message.
 - To avoid misunderstanding or miscommunication
 - All of the above
- Q.5 Which of the following is an example of upward communication in the hotel industry?
- A manager setting sales targets for the sales team
 - A guest leaving a positive review on a hotel website
 - A supervisor reporting safety concerns to the manager
 - A chef creating a new menu item for the restaurant
- Q.6 What are some best practices for taking messages on the phone?
- Taking down the caller's name and contact information.
 - Listening attentively and taking notes
 - Confirming the message with the caller
 - All of the above

SECTION-B

- Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)
- Q.7 It is important to follow proper etiquette in order to establish a _____ impression.
- Q.8 _____ correspondence is communication between different departments within a company.
- Q.9 The _____ is the person or company to whom the quotation is addressed.
- Q.10 It's important to follow up on enquiries and requests in a timely manner. (True/False)
- Q.11 Written communication is always more effective than spoken communication. (True/False)
- Q.12 Hotel websites can be used for booking rooms in advance. (True/False)

SECTION-C

- Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)
- Q.13 What are the components of an official business letter.
- Q.14 List the 8 importance of having a website for a hotel.
- Q.15 What are the types of communication used in the hotel industry?