

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x8=16)

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.

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Roll No.

181215

1st Year / Hotel Management

**Subject : Hotel Communication Cum Soft Skills
(Module-I)**

Time : 3 Hrs.

M.M. : 60

SECTION-A

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

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

(40)

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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

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(6 \times 1 = 6)$

Q.7 The word 'communication' is derived from which word of Latin?

Q.8 Writing mail to your boss is which mode of communication?

Q.9 What does biting of nail show?

Q.10 What is the response to the sender's message called?

Q.11 Dress code is an example of which communication?

Q.12 Once a message is encoded in a desired format it is transferred through a medium called_____.

SECTION-C

Note: Short answer type questions. Attempt any eight questions out of ten questions. $(8 \times 4 = 32)$

Q.13 What should be avoided for effective communication? Explain.

Q.14 What do you mean by Body language?

Q.15 Write down the do's and don'ts of the telephonic messages.

Q.16 What are the basics of responding a query ? Explain.

Q.17 What do you mean by the first impression?

Q.18 How to control anger at work place?

Q.19 What is a role playing? How does it help in improving communication skills?

Q.20 How to place an order?

Q.21 How many types of reading skills are there? Explain

Q.22 What are the strategies to remove barriers to effective reading?