

- Q.21 Explain the utility of e-mail & Internet in Hotel Industry.
- Q.22 Elaborate the relevance of modern technology in front office.

### **SECTION-D**

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

- Q.23 Define communication. Discuss various types of communication used in a hotel.
- Q.24 Illustrate process of enhancing effectiveness communication in hotel industry.
- Q.25 Write a note on : Office Correspondence and Ideal characteristics of oral communication.

No. of Printed Pages : 4  
Roll No. ....

181215

**1st Year / Hotel Management**

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

Time : 3Hrs.

M.M. : 60

### **SECTION-A**

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

- Q.1 "Two boys talking over a phone"- is an example of...
- a) Interpersonal Communication
  - b) Written Communication
  - c) Small Group Communication
  - d) Public Communication
- Q.2 You need to apply for leave at work? Which method of communication will you use?
- a) e-mail
  - b) Poster
  - c) Newsletter
  - d) Blog
- Q.3 Which of these must be avoided for effective communication?
- a) Sharing of activity
  - b) Politeness
  - c) Ambiguity
  - d) Listening

(20)

(4)

181215

(1)

181215

Q.4 What is the most important characteristics of a good listener?

- a) Giving full attention
- b) Interrupting the speaker
- c) Repeating what is heard
- d) Making assumptions

Q.5 What is the effect of using a passive tone in communication?

- a) It resolve conflicts efficiently
- b) It creates confusion and misunderstanding
- c) It shows confidence
- d) It encourages open discussion

Q.6 Which of these is a benefit of good communication skills?

- a) Conflict                  b) Stress
- c) Improved relationship
- d) Misunderstandings

## SECTION-B

**Note:** Objective/Completion type questions. All questions are compulsory. (6x1=6)

Q.7 Define communication purpose.

(2)

181215

Q.8 Explain learning skill.

Q.9 Describe body posture.

Q.10 Discuss etiquettes

Q.11 Define AI

Q.12 Explain Sender

## SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

Q.13 Discuss the importance of communication in hotel industry.

Q.14 Give process of communication in a hotel.

Q.15 Explain various productive skills in hotel front office.

Q.16 Elaborate Factors effecting on non-verbal communication.

Q.17 Describe procedure to enhance soft skills in hotel industry.

Q.18 Discuss Personality Traits required at front office Department.

Q.19 Explain the types of business correspondance in hotel

Q.20 List major communication Barriers in a hotel.

(3)

181215