

SECTION-D

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

- Q.23 Explain in detail, various traits of personality required in F&B Department.
- Q.24 Explain various strategies to remove barriers to effective communication.
- Q.25 Write short notes on :
- a) Receptive Skills
 - b) Productive Skills

No. of Printed Pages : 4

181215

Roll No.

1st Year / Hotel Mgt
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 Communication word is originated from 'communicare', which means
- a) To share
 - b) Feedback
 - c) conversation
 - d) All of these
- Q.2 As per IPA, how many types of consonants are there?
- a) 14
 - b) 10
 - c) 20
 - d) 22
- Q.3 Letter writing is a symbol of
- a) Verbal communication
 - b) Non-verbal communication
 - c) Written communication
 - d) Gesture

Q.4 Communication is a.

- a) Process b) Medium
- c) Channel d) Progress

Q.5 As per IPA, how many types of speech sounds are there

- a) 22 b) 40
- c) 44 d) 46

Q.6 The word 'cool' is transcribed as:

- a) /kuul/ b) /ku:l/
- c) /cul/ d) /kel/

SECTION-B

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

Q.7 What do you mean by medium is communication?

Q.8 Give the full form of F&B.

Q.9 What is downward communication?

Q.10 Who is a passive listener?

Q.11 Give an example of non-verbal communication.

Q.12 Name any soft skill component.

(2)

181215

SECTION-C

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

Q.13 What is difference between verbal and Non-verbal communication?

Q.14 What are various language and socio-psychological barriers to effective communication?

Q.15 Write down the strategies to improve reading skills?

Q.16 Give four sound combination with one example each.

Q.17 How many types of communications are there? Explain.

Q.18 What is difference between Down Word communication and Up Word Communication?

Q.19 What is the role of website in hotel industry?

Q.20 Explain proper planning and Coordination.

Q.21 What is the role of Consultancy Services in Hotel Industry?

Q.22 Being a Managing Director of a Chain Hotel, draft Email to all the Branch Managers of your hotels in India to attend an urgent Online meeting.

(3)

181215