

### Section-D

**Note:** Long answer questions. Attempt any Two question out of Three Question. (2x8=16)

- Q.23 Explain in detail, various components of communication.
- Q.24 Write down all 44 speech sounds with an example of each.
- Q.25 Write an E-mail to the Manager of a Five Star Hotel for the booking of an AC Room for 3 days and 2 night.

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1<sup>st</sup> Year Annual Pattern (Re-app)

**Sub.:** 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 is successful after getting.
- a) Right feedback
  - b) Any type of feedback
  - c) Speaker finished his message
  - d) All of these
- Q.2 As per IPA how many types of vowel glides are there?
- a) 8
  - b) 10
  - c) 11
  - d) 12
- Q.3 Facial expressions are symbol of
- a) Verbal communication
  - b) Non-verbal communication
  - c) Written communication
  - d) Gesture

- Q.4 The type of communication in which students spend most of the time is \_\_\_\_\_.
- a) Listening                      b) Speaking  
c) Reading                      d) Writing
- Q.5 Clear pronunciation is the first prerequisite of effective \_\_\_\_\_ communication.
- a) Written                      b) Oral  
c) External                      d) Internal
- Q.6 \_\_\_\_\_ is required to purify a language.
- a) Vocabulary                      b) Sentences  
c) Grammar                      d) Noun

### Section-B

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

- Q.7 Who is receiver in communication?
- Q.8 What do you mean by 'Feedback' in communication?
- Q.9 What is word stress?
- Q.10 Who is an active listener?

- Q.11 Given example of verbal communication?
- Q.12 What are Consultancy Services?

### Section-C

**Note:** Short answer type Questions. Attempt any Eight questions out of Ten Questions. (8x4=32)

- Q.13 Write a short note on the importance of effective communication in hospitality Industry.
- Q.14 What are the strategies to remove barriers to effective communication?
- Q.15 Write down the strategies to improve reading skills?
- Q.16 Explain various sound combination.
- Q.17 How many types of communications are there? Explain.
- Q.18 Explain Down Word and Up Word communication.
- Q.19 What is the role of internet in hotel industry?
- Q.20 Explain the significance of right pronunciation in hospitality industry.
- Q.21 Explain 6 communication etiquettes used in Managing Relationships.
- Q.22 How would you introduce your friend with your father in 10-15 sentences?