

SECTION-D

Note: Long answer type questions. Attempt any two questions out of three questions. (2x10=20)

- Q.23 Explain the significance of Etiquettes and manners managing relationships in hospitality industry.
- Q.24 Write a letter to the, Manager of Hotel Oberoi , Delhi requesting him to reschedule your interview giving suitable reasons.
- Q.25 Write a job application to the General Manager, Hotel Taj, Mumbai for the post of a Chef (Italian Cuisine)

No. of Printed Pages : 4

DHM 2011

Roll No.

Subject : Hotel Communication Cum Soft Skills Module - II

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note: Multiple choice questions. All questions are compulsory (7x1=7)

- Q.1 Good business letters are characterized by the following personal quality of the writer.
- a) Seriousness b) Sincerity
c) Formality d) Simplicity
- Q.2 Leaning forward is a posture that indicates _____.
- a) Impatience b) Boredom
c) Attention d) Defensiveness
- Q.3 A hotel employee who handles tour reservations, travel arrangements etc is called _____
- a) Tour manager
b) Front office manager
c) Concierge
d) Chef de cuisine
- Q.4 Which side of the guest the water is served on

the dining table?

- a) Right b) Left
- c) In front of d) Anywhere

Q.5 Which of these is not involved in the process of communication?

- a) Sender b) Message
- c) Channel d) Pipe line

Q.6 Communication is a non-stop_____

- a) Channel b) Process
- c) Programme d) Paper

Q.7 Business letter is a kind of_____.

- a) Formal Leter b) Informal Leter
- c) A message d) None of the above

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (7x1=7)

Q.8 What do you mean by proper planning and coordination?

Q.9 Give an example of Upward communication?

Q.10 Why Etiquette is necessarily required in Hotel Industry?

Q.11 Give full form of F & B.

Q.12 What is the full form of BCC in E-mail.

Q.13 During dinning, where the napkin is kept?

Q.14 Which quality is more required in hotel industry
Courtesy or physical strength?

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

Q.15 How would you take suggestions from a customer ?

Q.16 Explain the role of communication etiquettes used in Managing Relationships.

Q.17 You have recently visited a Five-star hotel and found the served food unhygienic. Write a complaint letter to the Production Manager of the hotel.

Q.18 Write a short note on Global Business Environment.

Q.19 Describe the personality traits of a hotelier.

Q.20 Being a Manager of a Four-Star hotel draft a notice of the interview schedule for the Front Office staff.

Q.21 What is the role of Media in promoting hospitality and tourism industry?

Q.22 You are a Front Office Assistant Manager, draft E-mail to your Front Office staff to receive a group of delegates from American Embassy.