

SECTION-D

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

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.

DHM-3017

Diploma in Hotel Magt.

**Subject : Hotel Communication Cum Soft Skills
Module - III**

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

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

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
- Q.7 Role play is an instructional technique which includes _____
- a) Active participation
 - b) Dramatization
 - c) Participants d) All the above
- SECTION-B**
- Note:** Objective/ Completion type questions. All questions are compulsory. (7x1=7)
- Q.8 The word 'communication' is derived from which word of Latin?
- Q.9 Writing mail to your boss is which mode of communication?
- Q.10 What does biting of nail show?

- Q.11 What is the response to the sender's message called?
- Q.12 Dress code is an example of which communication?
- Q.13 Once a message is encoded in a desired format it is transferred through a medium called ____.
- Q.14 Facial expression and body language is the example of which communication?

SECTION-C

- Note:** Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)
- Q.15 What should be avoided for effective communication? Explain.
- Q.16 What do you mean by Body language?
- Q.17 Write down the do's and don'ts of the telephonic messages.
- Q.18 What are the basics of responding a query ? Explain.
- Q.19 What do you mean by the first impression?
- Q.20 How to control anger at work place?
- Q.21 What is the role playing? How does it help in improving communication skills?
- Q.22 How to place an order?