

### SECTION-D

**Note:** Long Answer type question. Attempt any two questions. (2x10=20)

- Q.25 Explain the use of Mass Media in hospitality industry?
- Q.26 What are the basic components of Communication Etiquettes' in Front Office?
- Q.27 Write in detail the significance of Role Play in hotel industry.

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Roll No.....

**4th Sem / DHM**

**Subject : Hotel Communication cum soft skills module-IV**

**Time : 3 Hrs.**

**M.M. : 70**

### SECTION-A

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

- Q.1 Which of the following is not a skill that is required in hotel industry?
- a) Much physical strength
  - b) Flexibility
  - c) Multitasking
  - d) Personality
- Q.2 \_\_\_\_\_ in housekeeping is measured by the number of hours each person takes to clean an occupied room?
- a) Average daily occupancy
  - b) Productivity
  - c) Effectiveness
  - d) Budgeted cost
- Q.3 Who is generally Incharge in a hotel kitchen?
- a) Executive Chef      b) Chef tournant
  - c) Manager              d) Waiter
- Q.4 Which is an appropriate gesture while dealing with a guest in a hotel?

- a) Leaning on the table
  - b) Putting hands in pockets
  - c) Folding your hands
  - d) Tactful and courteous
- Q.5 The use of the Facebook at the Front Office is allowed when.
- a) Guests are gazing at you
  - b) No-One is in the queue
  - c) You are feeling uneasy
  - d) You are angry at the staff
- Q.6 In a hotel industry what should be avoided by a male staff?
- a) Light perfume      b) Clean shave
  - c) Ear rings and beard   d) Black socks and shoes
- Q.7 The main use of the cloth in waiter's hand is \_\_\_\_\_
- a) Wiping split food from the table.
  - b) Wiping customer's fingers after meal
  - c) Wiping floor
  - d) Polishing plates and the glasses

### SECTION-B

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

- Q.8 What do you mean by medium in communication?
- Q.9 What do you mean by Public Relations in a hotel industry?
- Q.10 What Should a waiter do if wine is split on the table?

- Q.11 What is the best way to deal with a customer who complains about poor service?
- Q.12 How to get feedback from a customer after providing services?
- Q.13 Give one use of internet for Public Relations?
- Q.14 Define inter-personal relations in one sentence.

### SECTION-C

**Note :** Short answer type questions. Attempt any Six questions out of Ten questions. (6x6=36)

- Q.15 Write a short note on personal hygiene in hospitality industry.
- Q.16 Explain the type of behaviour expected from the hotel staff during party time.
- Q.17 What is the main role of F&D Production Department?
- Q.18 Explain the clean shaved employees are preferred in hospitality industry.
- Q.19 How would you deal with a rude guest.
- Q.20 How can you say that oral communication skills has become a necessity in hospitality industry.
- Q.21 How to receive guest' complains in hospitality industry?
- Q.22 What is the role of harmonious internal relations in hotel industry?
- Q.23 What is the meant by 'Media' of communication.
- Q.24 Explain the need of etiquettes and manners while eating out.