

### SECTION-D

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

- 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. ....

**1st Year / Hotel Management**

**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 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

### SECTION-B

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

- Q.7 The word 'communication' is derived from which word of Latin?
- Q.8 Writing mail to your boss is which mode of communication?
- Q.9 What does biting of nail show?

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- Q.10 What is the response to the sender's message called?
- Q.11 Dress code is an example of which communication?
- Q.12 Once a message is encoded in a desired format it is transferred through a medium called \_\_\_\_\_.

### SECTION-C

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

- Q.13 What should be avoided for effective communication? Explain.
- Q.14 What do you mean by Body language?
- Q.15 Write down the do's and don'ts of the telephonic messages.
- Q.16 What are the basics of responding a query? Explain.
- Q.17 What do you mean by the first impression?
- Q.18 How to control anger at work place?
- Q.19 What is a role playing? How does it help in improving communication skills?
- Q.20 How to place an order?
- Q.21 How many types of reading skills are there? Explain
- Q.22 What are the strategies to remove barriers to effective reading?

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