

- Q.19 What are the desirable qualities of housekeeping staff in a hotel?
- Q.20 Write a short note on politeness in the hotel industry.
- Q.21 Discuss confidence and problem solving as two necessary soft skills for a manager.
- Q.22 How are the guest complaints handled in a hotel?
- Q.23 Explain the psychological and semantic barriers of communication.
- Q.24 While dealing with the guest, what are the dos and don'ts?
- Q.25 What is feedback and give the format of feedback form.

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.26 What are the expected communication etiquettes in FO department ? What is their significance?
- Q.27 The PR agency can enhance the reputation of a hotel. Comment on this by including a list of its responsibilities.
- Q.28 What is the role of soft skills in the hospitality industry? How do soft skills complement the hard skills?

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4th Sem. / Hotel Mgmt (Sem.Sys.)

Subject : Hotel Communication Cum Soft Skills - IV

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

- Q.1 One of the disadvantages of social media is
- It provides upgraded information
 - It facilitates communication
 - It helps in advertisement
 - It gives people a license to spread rumours
- Q.2 The full form of CSP is
- Customer Service Performance
 - Customized Service Potential
 - Customs Satisfied Portal
 - None of the above
- Q.3 A restaurant uniform code is usually
- Casual
 - Formal
 - Business casual
 - Business formal

- Q.4 The following is not a good Front Office skill
- Written communication
 - Communication skill
 - Ineffective listening skills
 - Time management
- Q.5 One of the limitations of oral communication is
- Speaker's ineffectiveness
 - Error in spelling
 - Incomplete draft
 - Precision
- Q.6 The pre requisites of a PR agency are
- Maintains effective communication with stakeholders
 - Puts forth the brand's desired messaging
 - Facilitates corporate communications
 - Tarnishes the reputation of a company
- Q.7 What is personalized customer service?
- Being customer focussed
 - Treats customers as individuals
 - Implements a loyalty programme
 - All of the above

SECTION-B

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

- Q.8 The different objectives of communication are _____
- Q.9 Comment on the use of Electronic Media in the hospitality industry.
- Q.10 Why are harmonious internal relations required in the hotel?
- Q.11 What is the dress code for the housekeeping staff?
- Q.12 Comment on the behaviour of consumer society while eating out.
- Q.13 A hotel employee should greet a guest _____
- Q.14 Communication skills are the lifeline of a hotel as _____
- Q.15 The responsibility of a PR agency includes _____

SECTION-C

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

- Q.16 Why is an effective complaint mechanism necessary in a hotel?
- Q.17 What are the different methods of improving guest service at a hotel?
- Q.18 What is the significance of role play in Front Office?