

Q.23 Explain leadership quality.

Q.24 Explain Team building.

SECTION-D

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

Q.25 Explain various barriers in effective communication.

Q.26 What are various factors that affect verbal communication?

Q.27 What are ideal characteristics of oral presentation?

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Roll No.

DHM 1005

Subject : Hotel Communication Cum Soft Skills Module - I

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

Q.1 Communication involving no word is called _____

- a) Non-verbal
- b) Verbal
- c) Sub verbal
- d) All of these

Q.2 As per IPA, how many types of vowel Sounds are there?

- a) 3
- b) 8
- c) 11
- d) 12

Q.3 Facial expressions are symbol of

- a) Verbal communication
- b) Non verbal communication
- c) Written communication
- d) Gesture

(40)

(4)

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Q.4 Communication takes place between _____ person

- a) First and Second b) First and Third
- c) Second and Third d) All the above

Q.5 Which of these is an active listening?

- a) Making eye contact
- b) Nodding and making eye contact
- c) Asking for clarification
- d) All these

Q.6 If your friend tells you about the accident he met yesterday, how would you react?

- a) Look pleased b) Look back
- c) Look concerned d) Ignore

Q.7 Which of these is not a part of communication?

- a) Chatting b) Texting
- c) Running d) Writing

SECTION-B

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

Q.8 Who is a receiver in communication?

Q.9 What do you mean by Communication?

Q.10 Name any productive skill?

Q.11 How many vowel glides are there as per IPA?

Q.12 Give an example of verbal communication.

Q.13 What is word stress?

Q.14 Name any barrier in effective reading.

SECTION-C

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

Q.15 Explain the importance of proper decoding for effective communication.

Q.16 Introduce your father with your teacher in 10-15 sentences.

Q.17 How does body language help in communicating effectively?

Q.18 Explain the process of listening.

Q.19 Explain the difference between verbal and non-verbal communication.

Q.20 What are the factors that affect listening skills?

Q.21 Discuss the process of communication.

Q.22 What is the role of "Feedback" in hospitality industry.