

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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### 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

- 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?

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- 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.

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