

- 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

 - a) It provides upgraded information
 - b) It facilities communication
 - c) It helps in advertisement
 - d) It gives people a license to spread rumours

Q.2 The full form of CSP is

 - a) Customer Service Performance
 - b) Customized Service Potential
 - c) Customs Satisfied Portal
 - d) None of the above

Q.3 A restaurant uniform code is usually

 - a) Casual
 - b) Formal
 - c) Business casual
 - d) 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
 - Facilities 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?