

- a) A smiling face
 - b) Keeping hands in the pockets
 - c) Standing upright in front of a guest
 - d) Both a & C
- Q.5 What is not a hard skill in hospitality sector?
- a) F & B management
 - b) Sales and marketing skills
 - c) Emotional intelligence
 - d) Commercial acumen
- Q.6 Memo is an example of
- a) Downward communication
 - b) Inter department communication
 - c) Lateral communication
 - d) All of the above
- Q.7 What is not included in a business letter?
- a) Date
 - b) Salutation
 - c) Complimentary close
 - d) Sender's Address

SECTION-B

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

- Q.8 Grooming in the hospitality industry includes _____

- Q.9 Name an essential soft skill required in the hospitality industry.
- Q.10 The full form of email is _____.
- Q.11 The essential etiquettes required for the Front Office staff include _____.
- Q.12 What is the objective of business letter?
- Q.13 What do you understand by filing?
- Q.14 A sales letter is designed to _____.

SECTION-C

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

- Q.15 What role does the global environment play in business?
- Q.16 Enumerate the advantages of vertical communication.
- Q.17 What is the role of politeness in the F&B Department? Is it an invaluable asset?
- Q.18 Write an email to a privileged customer who had complained about poor room service during his/her stay in the hotel/ Try to pacify and reassure the customer .
- Q.19 As the Senior Manager of an organization, write a memorandum to a junior employee seeking explanation for gross misconduct with a client.
- Q.20 How do good communication skills enhance a guest's experience ?