

- Q.22 Describe any two types of business letters used in a hotel.
- Q.23 Write a goodwill letter to a preferred guest of the hotel offering an extra 5% discount on the room tariff during his next visit.
- Q.24 What are the essentials in a hotel room linen list? How can the guest be made more comfortable during his/her stay?

SECTION-D

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

- Q.25 Describe the components of body language in detail.
- Q.26 Do you agree that nonverbal communication is as important as verbal communication? Elaborate with the help of examples.
- Q.27 What is the role of soft skills in the hospitality industry ? How do soft skills complement the hard skills?

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DHM-03017

3rd Sem. / Hotel Mgmt. (Sem. Sys.)
Subject : Hotel Communication Cum Soft Skills - III

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

- Q.1 CRM in a hotel stands for
- a) Customer Relationship Management
 - b) Customer Response Management
 - c) Customized Response Management
 - d) Customer Retail Management
- Q.2 The study of body language is also known as
- a) Proxemics b) Haptics
 - c) Chronemics d) Kinesics
- Q.3 The objective of communication is
- a) Motivation b) Negotiation
 - c) Information d) All of the above

Q.4 An example of interoffice correspondence is
a) Circular b) Memo
c) Notice d) Report

Q.5 One of the limitations of oral communication is
a) Speaker's ineffectiveness
b) Error in spelling
c) Incomplete draft
d) Precision

Q.6 A letter of quotation
a) Takes help of quotes
b) Helps to apply for a job
c) Refers to the price of a product
d) Refers to the quality of a product

Q.7 Food that can be ordered as separate items is called
a) Buffet b) A la carte
c) Continental d) Oriental

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. $(7 \times 1 = 7)$

- Q.8 The different elements of oral communication are _____
Q.9 Name a few essential soft skills required in the hospitality industry.

- Q.10 What is a D.O. letter?
Q.11 Two telephone etiquettes include _____ & _____
Q.12 Circular is not very effective when _____
Q.13 A hotel employee should greet a guest _____
Q.14 The different components of body language are _____

SECTION-C

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

- Q.15 Write a letter to the H.R. Manager of a hotel, giving reasons why you would be suitable for the post of Front Office Assistant.
Q.16 Explain how should the hotel staff interact on the phone with the guests.
Q.17 Write a letter to a supplier asking for quotations of certain electrical appliances required in the hotel.
Q.18 What is the procedure followed while noting down a message for guest staying in the hotel?
Q.19 Draft a letter placing an order for a coffee machine for the office.
Q.20 What is the significance of oral communication? Explain its characteristics in detail.
Q.21 Discuss problem solving and anger management as two necessary soft skills for a manager.