

- Q.24 Write down all 44 speech sounds with an examples of each.
- Q.25 Write an E-mail to the Manager of a Five-Star Hotel for the booking of an AC Room for 3 days and 2 nights.

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Branch : Hotel Mgmt.
Sub. : Hotel Communication cum soft skills module-I

Time : 3 Hrs. M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. (6x1=6)

- Q.1 Communication is successful after getting.
- a) Right feedback
 - b) Any type of feedback
 - c) Speaker finishes his message
 - d) All of these
- Q.2 As per IPA, how many types of vowel glides are there?
- a) 8
 - b) 10
 - 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 The type of communication in which students spend most of the time is _____.
- Listening
 - Speaking
 - Reading
 - Writing
- Q.5 Clear pronunciations is the first prerequisite of effective _____ Communication.
- Written
 - Oral
 - External
 - Internal
- Q.6 _____ is required to purify a language.
- Vocabulary
 - Sentences
 - Grammar
 - Noun

Section-B

Note: Objective type questions. All questions are compulsory. (6x1=6)

- Q.7 Who is receiver in communication?
- Q.8 What do you mean by 'Feedback' in communication?
- Q.9 What is word stress?
- Q.10 Who is an active listener?
- Q.11 Give an example of verbal communication.
- Q.12 What are Consultancy Services?

Section-C

Note: Short answer type Questions. Attempt any eight questions out of ten Questions. (8x4=32)

- Q.13 Write a short note on the importance of effective communication in hospitality Industry.
- Q.14 What are the strategies to remove barriers to effective communication?
- Q.15 Write down the strategies to improve reading skills?
- Q.16 Explain various sound combination.
- Q.17 How many types of communications are there? Explain.
- Q.18 Explain Down Word and Up Word communication?
- Q.19 What is the role of internet in hotel industry?
- Q.20 Explain the significance of right pronunciation in hospitality industry.
- Q.21 Explain 6 communication etiquettes used in Managing Relationship.
- Q.22 How would you introduce your friend with your father in 10-15 sentences?

Section-D

Note: Long answer questions. Attempt any two questions out of three Questions. (2x8=16)

- Q.23 Explain in detail, various components of communication.