

SECTION-D

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

Q.23 Explain the significance of Etiquettes and manners managing relationships in hospitality industry.

Q.24 Write a letter to the, Manager of Hotel Oberoi , Delhi requesting him to reschedule your interview giving suitable reasons.

Q.25 Write a job application to the General Manager, Hotel Taj, Mumbai for the post of a Chef (Italian Cuisine)

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Subject : Hotel Communication Cum Soft Skills Module - II

Time : 3 Hrs.

M.M. : 70

SECTION-A

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

Q.1 Good business letters are characterized by the following personal quality of the writer.

- a) Seriousness b) Sincerity
- c) Formality d) Simplicity

Q.2 Leaning forward is a posture that indicates _____.

- a) Impatience b) Boredom
- c) Attention d) Defensiveness

Q.3 A hotel employee who handles tour reservations, travel arrangements etc is called _____

- a) Tour manager
- b) Front office manager
- c) Concierge
- d) Chef de cuisine

Q.4 Which side of the guest the water is served on

the dining table?

- a) Right
- b) Left
- c) In front of
- d) Anywhere

Q.5 Which of these is not involved in the process of communication?

- a) Sender
- b) Message
- c) Channel
- d) Pipe line

Q.6 Communication is a non-stop _____.

- a) Channel
- b) Process
- c) Programme
- d) Paper

Q.7 Business letter is a kind of _____.

- a) Formal Leter
- b) Informal Leter
- c) A message
- d) None of the above

SECTION-B

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

Q.8 What do you mean by proper planning and coordination?

Q.9 Give an example of Upward communication?

Q.10 Why Etiquette is necessarily required in Hotel Industry?

Q.11 Give full form of F & B.

Q.12 What is the full form of BCC in E-mail.

Q.13 During dinning, where the napkin is kept?

Q.14 Which quality is more required in hotel industry
Courtesy or physical strength?

SECTION-C

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

Q.15 How would you take suggestions from a customer?

Q.16 Explain the role of communication etiquettes used in Managing Relationships.

Q.17 You have recently visited a Five-star hotel and found the served food unhygienic. Write a complaint letter to the Production Manager of the hotel.

Q.18 Write a short note on Global Business Environment.

Q.19 Describe the personality traits of a hotelier.

Q.20 Being a Manager of a Four-Star hotel draft a notice of the interview schedule for the Front Office staff.

Q.21 What is the role of Media in promoting hospitality and tourism industry?

Q.22 You are a Front Office Assistant Manager, draft E-mail to your Front Office staff to receive a group of delegates from American Embassy.