

- Q.16 What are some common emotions that can be expressed through body language?
- Q.17 Note down some tips for controlling anger.
- Q.18 What is inter-departmental office correspondence?
- Q.19 Write some ways to develop a positive thinking mindset.
- Q.20 Note down the importance of records and filling in a proper manner.
- Q.21 What are some common mistakes to be avoided in writing a notice?
- Q.22 What are the key points that you should keep in mind while responding to a query?

SECTION-D

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

- Q.23 What are the workplace etiquettes? and why is it important?
- Q.24 Write a sample email requesting the feedback on hotel experience from a guest.
- Q.25 What are consultancy services? Write some advantages of using consultancy services in the hotel industry.

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2nd Sem. / Hotel Management & Catering Technology

Subject : Hotel Business Communication - I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple choice questions. All questions are compulsory (6x1=6)

- Q.1 What of the following is an example of communication channel in the hotel industry?
- a) Body language b) Emails
c) Query d) Message
- Q.2 What are the different forms of official communication in business?
- a) Letters, filing, and e-mails
b) Memos, phone calls, and reports
c) Meetings, presentations, and conferences
d) All of the above
- Q.3 What is not an example of good etiquette at work?
- a) Arriving on time and being punctual
b) Using jargons and harsh tone of voice
c) Respecting personal space and boundaries
d) All of the above

- Q.4 Why should hotel employees note down a message?
- a) To ensure that they remember the message accurately.
 - b) To have a written record of the message.
 - c) To avoid misunderstanding or miscommunication
 - d) All of the above
- Q.5 Which of the following is an example of upward communication in the hotel industry?
- a) A manager setting sales targets for the sales team
 - b) A guest leaving a positive review on a hotel website
 - c) A supervisor reporting safety concerns to the manager
 - d) A chef creating a new menu item for the restaurant
- Q.6 What are some best practices for taking messages on the phone?
- a) Taking down the caller's name and contact information.
 - b) Listening attentively and taking notes
 - c) Confirming the message with the caller
 - d) All of the above

SECTION-B

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

- Q.7 It is important to follow proper etiquette in order to establish a _____ impression.
- Q.8 _____ correspondence is communication between different departments within a compa
- Q.9 The _____ is the person or company to whom the quotation is addressed.
- Q.10 It's important to follow up on enquiries and requestes in a timely manner. (True/False)
- Q.11 Written communication is always more effective than spoken communication. (True/False)
- Q.12 Hotel websites can be used for booking rooms in advance. (True/False)

SECTION-C

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

- Q.13 What are the components of an official business letter.
- Q.14 List the 8 importance of having a website for a hotel.
- Q.15 What are the types of communication used in the hotel industry?