

SECTION-D

Note : Long Answer type question. Attempt any two questions. $(2 \times 10 = 20)$

- Q.25 Explain the use of Mass Media in hospitality industry?
- Q.26 What are the basic components of Communication Etiquettes' in Front Office?
- Q.27 Write in detail the significance of Role Play in hotel industry.

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Roll No.....

4th Sem / DHM

Subject : Hotel Communication cum soft skills module-IV

Time : 3 Hrs.

M.M. : 70

SECTION-A

Note : Multiple choice questions. All questions are compulsory. $(7 \times 1 = 7)$

- Q.1 Which of the following is not a skill that is required in hotel industry?
- a) Much physical strength
 - b) Flexibility
 - c) Multitasking
 - d) Personality
- Q.2 _____ in housekeeping is measured by the number of hours each person takes to clean an occupied room?
- a) Average daily occupancy
 - b) Productivity
 - c) Effectiveness
 - d) Budgeted cost
- Q.3 Who is generally Incharge in a hotel kitchen?
- a) Executive Chef b) Chef tournant
 - c) Manager d) Waiter
- Q.4 Which is an appropriate gesture while dealing with a guest in a hotel?

- a) Leaning on the table
 - b) Putting hands in pockets
 - c) Folding your hands
 - d) Tactful and courteous
- Q.5 The use of the Facebook at the Front Office is allowed when.
- a) Guests are gazing at you
 - b) No-One is in the queue
 - c) You are feeling uneasy
 - d) You are angry at the staff
- Q.6 In a hotel industry what should be avoided by a male staff?
- a) Light perfume b) Clean shave
 - c) Ear rings and beard d) Black socks and shoes
- Q.7 The main use of the cloth in waiter's hand is _____
- a) Wiping split food from the table.
 - b) Wiping customer's fingers after meal
 - c) Wiping floor
 - d) Polishing plates and the glasses

SECTION-B

- Note :** All questions are compulsory. (7x1=7)
- Q.8 What do you mean by medium in communication?
- Q.9 What do you mean by Public Relations in a hotel industry?
- Q.10 What Should a waiter do if wine is split on the table?

- Q.11 What is the best way to deal with a customer who complains about poor service?
- Q.12 How to get feedback from a customer after providing services?
- Q.13 Give one use of internet for Public Relations?
- Q.14 Define inter-personal relations in one sentence.

SECTION-C

- Note :** Short answer type questions. Attempt any Six questions out of Ten questions. (6x6=36)
- Q.15 Write a short note on personal hygiene in hospitality industry.
 - Q.16 Explain the type of behaviour expected from the hotel staff during party time.
 - Q.17 What is the main role of F&D Production Department?
 - Q.18 Explain the clean shaved employees are preferred in hospitality industry.
 - Q.19 How would you deal with a rude guest.
 - Q.20 How can you say that oral communication skills has become a necessity in hospitality industry.
 - Q.21 How to receive guest' complains in hospitality industry?
 - Q.22 What is the role of harmonious internal relations in hotel industry?
 - Q.23 What is the meant by 'Media' of communication.
 - Q.24 Explain the need of etiquettes and manners while eating out.