

Section-D

Note: Long answer questions. Attempt any Two question out of Three Question. $(2 \times 8 = 16)$

- Q.23 Explain in detail, various components of communication.
- Q.24 Write down all 44 speech sounds with an example 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 night.

No. of Printed Pages : 4

Roll No.....

181215

1st Year Annual Pattern (Re-app)

Sub.: Hotel Communication Cum Soft Skills Module-I

Time : 3 Hrs.

M.M. : 60

SECTION-A

Note: Multiple Choice Questions. All Questions are compulsory. $(6 \times 1 = 6)$

- Q.1 Communication is successful after getting.
- a) Right feedback
 - b) Any type of feedback
 - c) Speaker finished 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 _____.

- a) Listening
- b) Speaking
- c) Reading
- d) Writing

Q.5 Clear pronunciation is the first prerequisite of effective _____ communication.

- a) Written
- b) Oral
- c) External
- d) Internal

Q.6 _____ is required to purify a language.

- a) Vocabulary
- b) Sentences
- c) Grammar
- d) Noun

Section-B

Note: Objective/Completion 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 Given 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 Relationships.

Q.22 How would you introduce your friend with your father in 10-15 sentences?