

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2013-2014**

COURSE : 2<sup>nd</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : Business Communication  
TIME ALLOWED : 02 Hours MAX. MARKS: 50

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(Marks allotted to each question are given in brackets)

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- Q.1. Describe the various parts of a report. (10)
- Q.2. What is electronic communication? List the guidelines to set high standards for business e-mail. (10)
- Q.3. Determine the steps to be followed while preparing for an oral presentation.  
**OR**  
Why should visual aids be used in a business presentation? (5)
- Q.4. Describe standard parts of a business letter.  
**OR**  
Explain styles of business letter arrangement. (5)
- Q.5. What are basic elements in a 'memorandum'?  
**OR**  
Write a 'memorandum' to the Accounts department giving details of monthly expenditure on stationery in the year 2013. Assume all other necessary details. (5)
- Q.6. List **five** polite sentences which are commonly used in the hotel industry.  
**OR**  
Write a brief conversation between a Front Office Executive and a guest regarding room tariff. (5)
- Q.7. What are various types of meetings held in an organization? (5)

Q.8. State True or False:

- (a) The word 'memo' is derived from the Latin word 'memory'.
- (b) Minutes should not be judgmental or biased.
- (c) Notice is never displayed on the board.
- (d) Agenda for a meeting should be circulated in advance.
- (e) A favourable response to a routine inquiry should begin with the answers.

(5x1=5)

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