

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

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

(Marks allotted to each question are given in brackets)

Q.1. Write a conversation with a guest giving five polite sentences commonly used in hotels.

OR

Write a request letter to the Front Office Manager to grant leave for 15 days. (10)

Q.2. Write a proposal to a company offering hotel services.

OR

Write an apology letter to the Manager explaining the reasons for long absence from duty. (10)

Q.3. Explain the role of visual aids in a business presentation.

OR

Explain the steps to be taken while preparing for an oral presentation. (5)

Q.4. Draft a letter to a guest who stayed in a hotel seeking feed-back about the experience. (5)

Q.5. Write short notes on **any two**:

- (a) Minutes of meeting
- (b) Agenda
- (c) Memorandum

(2x2 ½ =5)

Q.6. Explain the role of a Business Center in a hotel. (5)

Q.7. Write short notes on telephone etiquettes. (5)

Q.8. State True or False:
(a) Instant messaging is formal way of communication.
(b) Replies to e-mail need not be given in time.
(c) Reports are generally submitted to the Heads of Department.
(d) Minutes of meeting are to be circulated to all members.
(e) Notice for meeting should always be displayed. (5x1=5)
