

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Give **one word** for following sentences:

- (a) Magical word for hospitality industry.
- (b) Communication through any means other than words.
- (c) Study of vocally produced sound.
- (d) Noise and feedback are part of which process of communication.
- (e) Communication between two persons.
- (f) Average speaking rate of a person per minute.
- (g) Art of hearing and understanding.
- (h) Listening to music for enjoyment: Type of listening.
- (i) Information is one purpose of communication. What is the other purpose of communication?
- (j) Communication resulting from muscular and skeletal shift.

(10x1=10)

Q.2. Classify communication in the form of a flow chart and explain.

(10)

Q.3. Discuss various barriers of communication.

OR

Discuss various barriers of effective listening.

(5)

Q.4. Career counselling session was organised for Class XII students. Describe various stages of listening, the students were undergoing during the session.

OR

Mention the advantages of following terms:

- (a) Listening
- (b) Non-verbal communication

(5)

Q.5. List **five** sentences commonly used with the guests with proper punctuation marks.

OR

Write **five** conversations each of guest and yourself (Front Office Executive) for booking a room in your hotel.

(5)

Q.6. Write the steps involved in organising and delivering a speech.

(5)

Q.7. Define kinesics and discuss **any two** types.

OR

List tips for effective use of non-verbal communication.

(5)

Q.8. Understanding one's audience is one of the most important elements of effective communication. Discuss.

(5)
