

ROLL No.....

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

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. What is communication? Identify the sender-oriented barriers to communication. (10)
- Q.2. What elements should be taken care of, while delivering a speech? (10)
- Q.3. How can 'listening' be improved in an organizational set-up? (5)
- Q.4. Define Listening. What are the levels of Listening?
OR
What is 'Note-Taking'? (5)
- Q.5. Why is Non-Verbal Communication considered important?
OR
What is the role of space and distance in communication? (5)
- Q.6. Explain briefly the nature of telephone activity in the hotel industry. (5)
- Q.7. "Right pronunciation enhances the corporate image". Elaborate the idea in around **150** words.
OR
"Right Body Language is the key to success". Explain in about **150** words. (5)

Q.8. Use the following homophones in sentences to illustrate the differences in their meaning (**any five**):

- (a) RIGHT / WRITE
- (b) IN / INN
- (c) FORE / FOUR
- (d) MEET / MEAT
- (e) WINE / VINE
- (f) STATIONERY / STATIONARY
- (g) WAIST / WASTE
- (h) SAIL / SALE
- (i) NO / KNOW
- (j) HOLE / WHOLE

(5x1=5)
