

ROLL No.....

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

COURSE : 1<sup>st</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : 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. Give **one word** for following sentences:

- (a) Never to be used in hospitality industry.
- (b) Study of spatial arrangement.
- (c) Communication through furniture and architects.
- (d) Act of decoding the message 'Stage of listening'.
- (e) Key for all types of communication.
- (f) Communication resulting from muscular and skeletal shift.
- (g) Inform is one purpose of communication, the other purpose of communication is.
- (h) Average speaking rate of a person per minutes.
- (i) Communication between two persons.
- (j) Noise and feedback are part of which process of communication?

(10x1=10)

Q.2. Explain Shannon Weaver Model of process of communication.

(10)

Q.3. Discuss various barriers of effective listening.

**OR**

Discuss various barriers of communication.

(5)

Q.4. Just before Team India for cricket was departing for international tournament, counselling session was undertaken by the coach. Describe various stages of listening the cricketers were undergoing during the session.

(5)

**OR**

Mention the advantages of following:

- (a) Communication
- (b) Good speaker

(2 ½ + 2 ½ =5)

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

**OR**

Write **five** sentences each between guest and yourself (Housekeeping executive) helping guest in finding misplaced laundry.

(5)

Q.6. What are the steps involved in organising and delivering a speech?

(5)

Q.7. Define paralanguage and discuss **any two** categories.

**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)

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