

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

COURSE : Diploma in Front Office Operation
SUBJECT : Business Communication & Office Organisation
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Answer the following in one or two lines:

- | | |
|------------------------------|----------------------------|
| (a) Internet | (b) Motivation |
| (c) Multimedia | (d) Bio-data |
| (e) Horizontal communication | (f) Downward communication |
| (g) Feed-back | |

(7x2=14)

Q.2. Write short notes on the following in about 5-7 lines (**any three**):

- (a) Body language
- (b) Objectives of communication
- (c) Role of Information Technology in business communication
- (d) Barriers of communication

(3x5=15)

Q.3. Write an application for the post of Front Office Manager in a 5-star hotel.

(6)

Q.4. Define communication. What are the different types of communication? Describe briefly.

(8)

Q.5. State True or False:

- (a) Circulars are written instructions to an individual employee.
- (b) A good business letter should not be written from the reader's point of view.
- (c) Oral communication does not save time.
- (d) Audio visual communication is carried on through mass publicity.
- (e) Face to face communication is suitable for large communication.
- (f) Films fall under visual communication.
- (g) Feed-back is not important for effective communication.

(7x1=7)
