

ROLL No.....

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

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. You are at Front Desk receiving phone call. Write **ten** sentences of a conversation with a client requesting to book a banquet hall for a marriage party. (10)

Q.2. Discuss barriers to communication and their remedy. (10)

Q.3. Define non-verbal communication and elaborate on its types. (5)

Q.4. Give **two** models on the process of communication.
OR
Enlist the advantages of listening. (5)

Q.5. What are the various types of listening?
OR
Enlist the qualities of good speaker. (5)

Q.6. Write about the tips involved in successful telephonic conversation. (5)

OR

Make **five** sentences on following expression of politeness:

- (i) Madam
- (ii) See you tomorrow
- (iii) Thank you
- (iv) Excuse me
- (v) How are you?

(5x1=5)

Q.7 Audience analysis is a must. Discuss its importance.

OR

Define communication. What are the different artifacts used for effective communications in a hotel environment?

(5)

Q.8. State True or False:

- (a) Knowledge is not important for good speaker.
- (b) Posture is a form of kinesics.
- (c) Feedback is part of the linear model concept of communication.
- (d) An active listener does not finish other's sentences.
- (e) Avoid lengthy conversation for successful telephonic conversation.

(5x1=5)
