

ROLL No.....

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

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. Write a D.O. letter to SHO of your area regarding drug trafficking menace in your neighbourhood. (Assume necessary details). (8)

Q.2. What do you understand by?  
(a) Kinesics (b) Para Language (3+3=6)

Q.3. Write the following in **3-4** lines:  
(a) Use of covering letter in Bio-data.  
(b) What is the use of Information?  
(c) Purpose of upward communication.  
(d) Difference between ORDER and WARNING.  
(e) What is Counselling?  
(f) Semantics.  
(g) Body Language.  
(h) N.O. Notes. (8x2=16)

Q.4. Write short notes on **any two** of the following:  
(a) Barriers to communication.  
(b) Motivating factors in an organization.  
(c) Communication skills are key to success. (2x5=10)

Q.5. State True or False:  
(a) Noise is not a barrier to communication.  
(b) Phonograms are telegrams sent by telephone.  
(c) Communication between General Manager and Assistant Manager is horizontal communication.  
(d) Letter Head identifies the sender.  
(e) Grapevine is a formal channel of communication. (5x2=10)

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