

ROLL No.....

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

COURSE : Diploma in Housekeeping
SUBJECT : Business Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Explain the following in **3-4** lines:

- | | | |
|-----------------|-----------------|------------------------------|
| (a) Bio-Data | (b) Order | (c) Horizontal communication |
| (d) Grapevine | (e) Circular | (f) Memorandum |
| (g) D.O. letter | (h) Information | |

(8x2=16)

Q.2. Differentiate between **any two** of the following:

- (a) Advice and Suggestion
- (b) Negotiation and Persuasion
- (c) Order and Warning

(2x5=10)

Q.3. Write an application for two days leave to your Manager for attending wedding of your friend.

(7)

Q.4. What etiquettes you will observe while taking down a telephone message from a hotel guest?

(7)

Q.5. State True or False:

- (a) Memo is a short form of Memorandum.
- (b) D.O. letter is a formal letter.
- (c) Enquiry letter is not a formal letter.
- (d) Covering letter is sent along with the bio-data.
- (e) Circular is addressed to a person.

(5x2=10)
