| Roll No. | Γotal No. of Pages: 02 |
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Total No. of Questions: 09

BHMCT (Sem.-1)
COMMUNICATION-I
Subject Code: BH-103
M.Code: 14502

Time: 3 Hrs. Max. Marks: 30

INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying $2^{1}/_{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying FIVE marks each and students has to attempt any TWO questions.

SECTION-A

1. Write short notes on:

- a) Note Taking
- b) Kinesics
- c) Upward communication
- d) Attentive listening
- e) Business communication
- f) Grapevine
- g) Paralanguage
- h) Audience analysis
- i) Spontaneous Gesture
- j) Diagonal Communication

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SECTION-B

- 2. What are the general guidelines to be followed while receiving and making a call?
- 3. "Body language defines the personality". Justify.
- 4. Explain the difficulties of listening.
- 5. Explain the characteristics of a good speech.
- 6. List down the guidelines for effective listening.

SECTION-C

- 7. Explain the importance of effective speech for hotel professionals.
- 8. Discuss the various types of listening with examples.
- 9. Discuss the communication process in detail.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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