

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.

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