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Total No. of Pages : 02

Total No. of Questions : 09

**B.Sc.(HMCT) (2013 to 2017 Batch) (Sem.-2)**

**COMMUNICATION – II**

**Subject Code : BSHM-206**

**Paper ID : [C1113]**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTIONS TO CANDIDATES :**

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

**SECTION-A**

**Q1) Answer briefly :**

- a) Define Protemies.
- b) Discuss Paralanguage.
- c) Define Communication.
- d) What is empathetic listening?
- e) What is the need for developing telephone skills?
- f) Discuss the need of business communication.
- g) What is the impact of polite and effective enquiries?
- h) How architects and furniture signify the communication?
- i) Write any four precautions need to take care during addressing a group.
- j) Explain Listening Computerization.

### **SECTION-B**

- Q2) Briefly explain Grapevine.
- Q3) Discuss the common phonetic difficulties.
- Q4) Elaborate on the communicative use of artifacts.
- Q5) Write down the guidelines for effective listening.
- Q6) Discuss the model of business communication.

### **SECTION-C**

- Q7) Explain the importance of effective speech for hotel professionals.
- Q8) Discuss the importance of Non-verbal Communication.
- Q9) Write short note on Kinesics.