

**Roll No.**

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**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Voc.(Hospitality & Culinary Management) (Sem.-1)**

# BUSINESS COMMUNICATION-I

**Subject Code : BVHCM-106-19**

**M.Code : 77133**

**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) What is communication?
- b) What is speech?
- c) What is para language?
- d) What is business communication?
- e) Write the importance of non-verbal communication.
- f) What is note taking?
- g) What is a response in effective speaking?
- h) What are listening barriers?
- i) What is the need of business communication?
- j) Give a few advantages of effective communication.

## **SECTION-B**

- Q2. Write the importance of understanding the barriers to communication and ways to handle and improve communication barriers.
- Q3. Explain the guidelines for effective listening.
- Q4. What is the impact of vocal behavior on verbal communication?
- Q5. What are effective body moments while delivering a speech?
- Q6. What is listening computerization?

## **SECTION-C**

- Q7. Explain listening skills and its importance as individual, as a leader and as a worker. Write at least five remedies to improve listening skills.
- Q8. Explain the need and requirement for developing telephone skills in the hotel industry.
- Q9. Explain the importance of Kinesics and proxemics along with facial expressions and eye contact while non-verbal communication activity.

**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.**