

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 18

B.Voc. (Hospitality & Culinary Management) (2019 Batch) (Sem.-2)

**BUSINESS COMMUNICATION-II**

Subject Code : BVHCA-203-19

M.Code : 77999

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**

**Write briefly :**

- 1) What does the term "Business etiquette" mean to you?
- 2) Enlist four characteristics of an effective presentation.
- 3) Importance of personal hygiene and grooming.
- 4) What do you mean by the term Kinesics?
- 5) Hearing Vs. Listening.
- 6) Define Personality.
- 7) Why do we communicate?
- 8) Tips for writing effective Email.
- 9) What do you understand by Extempore?
- 10) What is role play?

## SECTION-B

- 11) Like individuals, organizations too have business etiquette rules. Give examples of some of these.
- 12) Describe the important characteristics of a successful communicator with examples.
- 13) What factors should be kept in mind while dealing with seniors and juniors at work place?
- 14) Discuss the difference between a presentation and a seminar.
- 15) How does someone become the leader of a group discussion?

## SECTION-C

- 16) What is the importance of Body language in communication? What Body language skills does a speaker need to be successful in communicating with others?
- 17) Discuss in detail e-mail as a preferred mode of Electronic Communication Techniques.
- 18) What is Listening? How can one master the art of intelligent Listening? Also, discuss the guidelines for improving listening skills.

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