

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Explain the aspects of Non-Verbal Communication.
OR
What are the barriers to Communication? How can we overcome these barriers?
(10)
- Q.2. Define Communication. Explain briefly the different types of communication.
OR
List and explain the factors involved in the process of communication.
(10)
- Q.3. Effective communication skills are key to the path to success. Discuss the Positive Communication techniques that you would practice.
(5)
- Q.4. Discuss the barriers to effective Listening. What can we do to improve listening?
(5)
- Q.5. What are the characteristics of a good speech?
(5)
- Q.6. What are the different types of listening? Explain briefly.
(2+3=5)
- Q.7. Make sentences to bring out the meaning of the following:
(a) Career/Carrier (b) Great/Grate (c) Plane/Plain
(d) Dye/Die (e) To/Two/Too
(5x1=5)
- Q.8. Write short notes on the following (any two):
(a) Proxemics
(b) Audience Analysis
(c) Telephone etiquette in brief
(2x2 ½ =5)

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