

BHM-AECC-II

English Communication

Bachelor of Hotel Management (BHM-17)

Second Semester, Examination, 2019 (June)

Time : 3 Hours]

Max. Marks : 80

Note : This paper is of Eighty (80) marks divided into three (03) sections A, B and C. Attempt the questions contained in these sections according to the detailed instructions given therein.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of Nineteen (19) marks each. Learners are required to answer any two (02) questions only.

(2×19=38)

1. What is understood by the term "Reports" in the reference to hotel industry? What are the different types of Reports used in Front Office?

2. What is Communication? Discuss types of communication with examples.
3. How does Body Language affect guest interaction in Hotels?
4. Discuss the use of Computers in Hospitality Industry.

SECTION-B
(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer any four (04) questions only. (4×8=32)

1. Barnard's Contribution.
2. Grooming Standards.
3. Written Complaints.
4. Online Reservation.
5. Minutes of meeting.
6. Memo.
7. Barriers to communication.
8. Proxemics.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of one (01) marks each. All the questions of this section are compulsory. (10×1=10)

Correct the following sentences :

1. Sanjay was danced very well.
 2. He has been suffer from fever for two days.
 3. Honesty was the best policy.
 4. I name is Rajesh and me is a student.
 5. Dusshehra is celebrate with happy in North India.
 6. Hotel is a place for comfort stay and we serve food good.
 7. Judges is a honorable member of society.
 8. A good citizen is follows the rules.
 9. I ain't going for holiday.
 10. I has studied in Hindi School medium.
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