

P-796

Total Pages : 3

Roll No.

BHMAECC-II

English Communication

Bachelor of Hotel Management (BHM)

2nd Semester Examination, 2023 (June)

Time : 2 Hours]

[Max. Marks : 70

Note : This paper is of Seventy (70) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answer to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Nineteen (19) marks each. Learners are required to answer any Two (02) questions only.

(2×19=38)

1. Discuss the five types of Listening.

2. Elaborate importance of Computers in Effective Communication? How does internet assisted in making communication better?
3. Differentiate between Fayol and Barnard's contribution to communication.
4. What are the essential qualities of a great speaker? Support your answer with suitable examples.
5. Body Language is essential tool for growth in Tourism Profession. Justify.

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. What is understood by "Non-Verbal Communication"?
2. Define Internal Listening.
3. Why should you always sign out of your email account and not close it directly?

4. Write a circular for your staff informing them of a day's holiday.
 5. What are the limitations of Oral Communication?
 6. Write an email to a hotel requesting booking of two rooms for family.
 7. Silence is powerful and can be used as an effective communication method. Explain.
 8. Discuss how Audio-Visual Aids support proper communication.
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