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Roll No. :

BHM-AECC-II

English Communication

Bachelor of Hotel Management (BHM-17)

2nd Semester Examination June 2022

Time : 2 Hours

Max. Marks : 80

Note : This Paper is of Eighty (80) marks divided into two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given there in.

Section-A

(Long Answer-type questions)

Note: Section 'A' contains Five (05) Long-answer type questions of Twenty (20) marks each. Learners are required to answer any two (02) questions only.

(2 x 20 = 40)

Q.1. What is Communication ? Why should a hotelier have good communication skills ?

P.T.O.

- Q.2 What are essential qualities of a good speaker ? Explain any five qualities with example ?
- Q.3 Prepare a quotation on behalf of M/s Nainital Printers, for order of 200 brochures @ Rs.100/- each, 200 Tent cards @ Rs.50/-each and 400 Tariff cards @ Rs.75/- each against order given by a hotel ?
- Q.4 What are the types of Communication ? Differentiate between verbal and non verbal Communication ?
- Q.5 What are the general grooming standards for men in hospitality industry ? Discuss in detail ?

Section-B

(Short Answer-type questions)

Note: Section 'B' contains Eight (08) Short-answer type questions of ten (10) marks each. Learners are required to answer any four (04) questions.

(4 x 10 = 40)

P.T.O

Write short notes on the following :

1. Kinesics & Proxemics
2. Recording of Minutes of Meeting
3. Horizontal Communication
4. Email Safety
5. Effective Listening
6. Time management
7. Positive Body Language
8. Importance of Guest Feedback

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