

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2018-2019**

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Communication  
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

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Marks allotted to each question are given in brackets

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- Q.1. Define kinesics. Describe in detail the aspects of body language in communication. (10)  
**OR**  
Discuss the role of grooming for hospitality professionals. (10)
- Q.2. Discuss the barriers of communication. How can barriers be overcome? (10)
- Q.3. Discuss the barriers to listening. (8)
- Q.4. How would you make a speech effective? (5)
- Q.5. Briefly discuss the characteristics of communication. (5)  
**OR**  
Make sentences to bring out the meaning:  
(i) Bare; bear  
(ii) Buy; bye  
(iii) Dew; due  
(iv) Hear; here  
(v) Wait; weight (5x1=5)
- Q.6. Write short notes (**any two**): (2x3=6)  
(a) Intrapersonal communication  
(b) Empathic listening  
(c) Telephone skills
- Q.7. What points would you bear in mind to make listening effective? (6)

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