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B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-3)

COMMUNICATION – III

Subject Code : BSHM-306

M.Code : 12094

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1) Answer briefly :

- a) Non Verbal Communication
- b) Paralanguage
- c) Artefacts
- d) Communication
- e) Telephone etiquette
- f) Stress
- g) Kinesics
- h) Speech
- i) Posture
- j) Feedback

SECTION- B

- 2) What are the Do's and Don'ts of telephonic communication?
- 3) Discuss the importance of Non-Verbal communication.
- 4) Write down the impacts of Vocal behaviour on verbal communication.
- 5) Explain briefly the nature of telephonic activity in the hotel industry.
- 6) Explain Vocal behaviour.

SECTION-C

- 7) Explain the aspects of non verbal communication.
- 8) What are the foreign sounds? How do they help in improvement of speech?
- 9) How does the facial expression helps in communication?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.