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Total No. of Questions : 09

BHMCT (Sem.-1)
COMMUNICATION-I
Subject Code : BH-103
M.Code : 14502

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.**
2. **SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying FIVE marks each and students has to attempt any TWO questions.**

SECTION-A

- 1. Write short notes on :**
- a) Note Taking
 - b) Kinesics
 - c) Upward communication
 - d) Attentive listening
 - e) Business communication
 - f) Grapevine
 - g) Paralanguage
 - h) Audience analysis
 - i) Spontaneous Gesture
 - j) Diagonal Communication

SECTION-B

2. What are the general guidelines to be followed while receiving and making a call?
3. “*Body language defines the personality*”. Justify.
4. Explain the difficulties of listening.
5. Explain the characteristics of a good speech.
6. List down the guidelines for effective listening.

SECTION-C

7. Explain the importance of effective speech for hotel professionals.
8. Discuss the various types of listening with examples.
9. Discuss the communication process in detail.

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.