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Total No. of Pages : 02

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.**

