



Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

B.VOC (Travel & Tourism Management)(2019 Batch) (Sem.-2)

BUSINESS COMMUNICATION-II

Subject Code : BVTTM-205-19

M.Code : 77507

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

Write briefly :

Q1 Define Communication

Q2 Importance of Grooming

Q3 What is Audience Analysis?

Q4 Team behaviour

Q5 Extempore

Q6 Social Etiquettes

Q7 What is a presentation?

Q8 What is the importance of Team Behaviour?

Q9 What are contract workers?

Q10 Define Good Conversation.





SECTION-B

- Q11 What is the importance of Grooming and Personnel hygiene for a hotelier.
- Q12 Explain the importance of communication skills for personality development.
- Q13 What is group discussion? Why is it important in a hotel industry?
- Q14 Give the job description of a telephone operator.
- Q15 Explain the various presentation skills that need to be followed for making your presentation effective.

SECTION-C

- Q16 Explain what is body language and why is it important to understand body language while communicating, also explain why is it important to have intelligent listening?
- Q17 What do you understand by a team behaviour during group discussion? Explain why is it necessary to have clarity of thought and expression while in a group discussion?
- Q18 Explain the role of interpersonal skills for hospitality professional to do a successful business.

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.

