

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-2)
COMMUNICATION-II
Subject Code : BH-104
M.Code : 14517

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION 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 have to attempt any TWO questions.

SECTION-A**1. Write short notes :**

- a) Vocal behaviour
- b) Paralanguage
- c) Downward Communication
- d) Kinesics
- e) Artifacts in communication
- f) Spontaneous Gesture
- g) Informative Listening
- h) Public Speaking
- i) Active Listening
- j) Brain Storming

SECTION-B

2. List down importance of speech in hotels.
3. What do you understand by phonetic difficulties?
4. What are the general guidelines to be followed while receiving and making a call?
5. Facial expression plays an important role in non verbal communication. Elaborate the statement.
6. What impact does the paralanguages have in a effective communication?

SECTION-C

7. Write down a brief note on frequently used foreign sounds.
8. What is the importance of pronunciation and stress accent in communication?
9. Justify the importance of telephonic skills at reservation desk in hotels.

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.