

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA.  
ACADEMIC YEAR 2018-2019

COURSE	:	2 <sup>nd</sup> Semester of 3-year B.Sc. in H&HA	
SUBJECT	:	Communication	
TIME ALLOWED	:	02 Hours	MAX. MARKS: 50

Marks allotted to each question are given in brackets

- Q.1. Define kinesics. Describe in detail the aspects of body language in communication. (10)  
 Discuss the role of grooming for hospitality professionals. OR
- Q.2. Discuss the barriers of communication. How can barriers be overcome? (10)
- Q.3. Discuss the barriers to listening. (8)
- Q.4. How would you make a speech effective? (5)
- Q.5. Briefly discuss the characteristics of communication. (5)
- OR
- Make sentences to bring out the meaning:
- (i) Bare; bear  
 (ii) Buy; bye  
 (iii) Dew; due  
 (iv) Hear; here  
 (v) Wait; weight (5x1=5)
- Q.6. Write short notes (any two): (2x3=6)  
 (a) Intrapersonal communication  
 (b) Empathic listening  
 (c) Telephone skills
- Q.7. What points would you bear in mind to make listening effective? (6)

\*\*\*\*\*

# Bhm109 Past Question

**Anthony S. Fauci**



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