

[illegible]

Total No. of Questions : 18

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 have to attempt any **TWO** questions.

SECTION-A

Write short notes :

1. Audience analysis
2. Note taking
3. Non Verbal Communication
4. Elements of communication
5. Coding
6. Paraphrasing
7. Empathy
8. Responding
9. Active listening
10. Vertical communication

SECTION-B

11. What are the essential qualities of a good speaker?
12. What are listening Barriers?
13. Discuss the nature of business communication?
14. Discuss the guidelines for effective listening?
15. What is grapevine communication?

SECTION-C

16. Discuss the models of Communication in detail?
17. Discuss the factors to be considered while delivering a public speech?
18. What is the role of body language in public speech?



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.

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 18

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

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

Write short notes :

1. Audience analysis
2. Note taking
3. Non Verbal Communication
4. Elements of communication
5. Coding
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8. Responding
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SECTION-B

11. What are the essential qualities of a good speaker?
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SECTION-C

16. Discuss the models of Communication in detail?
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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

Date of Examination : 14-06-2024

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 $2\frac{1}{2}$ (Two and Half) marks each and student has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and student has to attempt any TWO questions.

SECTION-A

1. Write short notes on :

- a) Encoder in the process of Communication
- b) Noise in Communication
- c) Physical barrier of Communication
- d) Selective listening
- e) Non-linear method of Note Taking
- f) Manuscript speech
- g) Parts of effective speech
- h) Grapevine Communication
- i) Standard phrase of greeting on telephone by hotel employee
- j) Audience analysis

SECTION-B

2. Why is effective Communication essential for an organization?
3. List the essential qualities of a good speaker.
4. Compare & contrast Hearing and Listening.
5. Explain the Interactive model of Communication.
6. Describe various levels of Listening.

SECTION-C

7. How can one overcome Barriers to Communication for effective business?
8. Explain the barriers to effective Listening.
9. Describe the body language and qualities of a good speaker

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Total No. of Questions : 09

Total No. of Pages : 02

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

Date of Examination : 04-01-2025

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
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SECTION-A

1. **Write short notes on :**
- Note taking
 - Verbal communication
 - Grapevine communication
 - Body language
 - Telephone etiquettes
 - Kinesics
 - Cultural barriers
 - Pretend listening
 - Downward communication
 - Feedback

SECTION-B

2. What are the benefits of effective communication?
3. Discuss listening barriers.
4. Write a short note on communication in hotels & restaurants.
5. What is Linear model of communication?
6. Draw a diagram explaining the communication process.

SECTION-C

7. What are the essential qualities of an effective speaker?
8. What do you mean by audience analysis? How this is important?
9. Explain in detail 7 c's of communication.

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