

Total No. of Pages : 02

SECTION-B

Max. Marks : 30

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 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.

Write short notes :

1. Proxemics
2. Paralanguage
3. Verbal Communication
4. Posture
5. Stress accent
6. Telephone skills
7. Phonetic difficulties
8. Horizontal communication
9. Body Language
10. Kinesics

SECTION-B

11. Discuss the elements of an effective communication?
12. What are common phonetic difficulties?
13. What are telephone etiquettes?
14. Discuss the communicative use of artifacts?
15. What is the need for developing telephone skills?

SECTION-C

16. Discuss the nature of telephone activity in the hotel industry?
17. Discuss in detail the importance of effective speech in hotel industry?
18. Discuss the importance of non verbal communication 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 Questions : 09

Total No. of Pages : 02

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

Date of Examination : 05-07-22

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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

1. Writeshort notes :

- a) What is Communication?
- b) How can one communicate through facial expressions?
- c) How important it is to make eye contact while communication?
- d) What are different types of communications?
- e) What do you understand by pronunciation?
- f) What are common phonetic difficulties?
- g) What is connective drill exercise?
- h) What are telephone skills?
- i) Who is a stress accent?
- j) What do you mean by frequency used in foreign sounds?

SECTION-B

2. What is kinesics? Explain about body movements and facial expression.
3. What is the importance of speech in the hotels?
4. What is the importance of good posture and eye contacts?
5. What is vocal language and its impact on verbal communication?
6. What are Artefacts and what is their importance in communication.

SECTION-C

7. Define non verbal communication. What is its importance in Hotel industry?
8. What is the importance of speech in the hotels? What are common phonetic difficulties?
9. What are telephone skills? Define nature of telephone activity in the hotel industry.



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Roll No.

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BHMCCT (Sem.-2)

COMMUNICATION-II

Subject Code : BH-104

M.Code : 14517

Date of Examination: 11-12-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
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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) Tone
- b) Speech
- c) Posture
- d) Space
- e) Channel
- f) Call hold
- g) Foreign sounds
- h) Accent
- i) Jargon
- j) Sender

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SECTION-B

2. Discuss the importance of Non-verbal communication.
 3. Explain the importance of telephone skills in the hotel industry.
 4. How common phonetic difficulties can be handled?
 5. What is proxemics in communication?
 6. How connective drill exercises are beneficial in speech improvement?
- SECTION-C**
7. How speech can be made effective?
 8. What are the general guidelines to be followed while receiving and making a telephone call?
 9. Define Kinesics. Describe in detail the aspect of body language in communication.

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Roll No.
Total No. of Questions : 09

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BHMC (Sem.-2)
COMMUNICATION-II
Subject Code : BH/104
M.Code : 14517
Date of Examination : 11-05-2024

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. Explain the following :

- a Proxemics
- b Paralanguage
- c Personal space
- d Importance of Speech
- e Drill exercises
- f Facial expressions
- g Telephone skills
- h Importance of pronunciation
- i Verbal communication
- j Non-verbal communication

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SECTION-B

2. "Communication is the lifeblood of a business organization". Comment
3. Enlist some tips for developing effective telephone skills.
4. "Face is the index of mind". Comment
5. Enumerate common phonetic difficulties.
6. Explain the communicative use of artefacts like furniture colours etc.

SECTION-C

7. Discuss in detail the nature and importance of telephone activity in hotel industry.
8. Discuss in detail the strategies to improve speech. Explain importance of speech in hotel industry.
9. Discuss in detail the importance of Nonverbal communication. Also discuss its various types.

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