



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-105/2009-10
2009
COMMUNICATION

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A
(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following : $10 \times 1 = 10$
 - i) By the word communication we mean
 - a) giving ideas
 - b) receiving ideas
 - c) exchanging of information
 - d) all of these.
 - ii) A break in the communication process is known as
 - a) recess
 - b) noise
 - c) error
 - d) fault.
 - iii) The element missing in the Linear model of communication is
 - a) message
 - b) action
 - c) feedback
 - d) media.

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GROUP – B
(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Describe the barriers to communication.
3. Write short note on elements of communication.
4. Write briefly the differences between note taking and note making.
5. Write in brief about the models of communication.

GROUP – C
(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

6. a) Write an essay on the need of communication skill in hotel industry. As a manager of a hotel, why do you think that there is a need for communication ?
b) Write an essay on 'Global Warming'.
c) Write an essay on the need of soft skills in the world of enterprise. 15
7. Write an introduction of yourself which you would probably give in an interview for a job. 15

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8. Write an application applying for the post of executive housekeeper in a 5 star deluxe hotel. 15
9. What are the differences between a business letter and a memo ? Should memos and letters be replaced with e-mail ? 7 + 8
10. Write a letter to an Editor of a newspaper complaining of the bad quality and inadequate supply of Municipal Water in your town. 15
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