



Name :

Roll No. :

Invigilator's Signature :

CS/BHMCT/SEM-1/HM-105/2012-13
2012
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.*

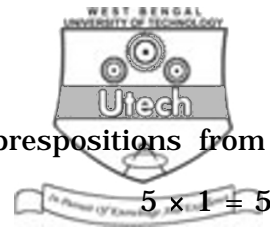
GROUP - A
(Objective Choice Type Questions)

1. Answer the following questions :

A. Rewrite the following sentences correctly : $5 \times 1 = 5$

- i) The manager called Mahesh and I into the board room.
- ii) I and Rita is going to Mumbai tomorrow.
- iii) The more profit one makes, the more you want.
- iv) Did you pay your rent yet ?
- v) The committee on student's welfare are about to announce its decision.

CS/BHMCT/SEM-1/HM-105/2012-13



B. Fill in the blanks with appropriate prepositions from the given list :

(next to, on, in, at, on)

vi) Jaya is arriving January 26
20'clock the afternoon.

vii) The computer printer is the table
the computer.

GROUP - B

(Short Answer Type Questions)

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

2. Define Communication and its elements with the help of a flowchart.
3. Explain the role of Noise in Communication.
4. Design a poster informing your staff members about a workshop on "Fire Safety in Hotels" to be organized in your hotel soon.
5. What are the differences in note-making and note-taking ?
6. Write a short note on any *one* topic :
 - a) Role of body language in communication
 - b) Essential qualities of a good speaker and listener
 - c) Importance of audience analysis in public speaking.

CS/BHMCT/SEM-1/HM-105/2012-13



GROUP - C
(Long Answer Type Questions)

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

7. Suppose you are the chief coordinator of the food festival held recently in your college. Prepare a report for your Head of the Department regarding the success of fest.
8. Write a resignation letter to the HR Manager of a five star hotel, where you were serving in the Front Office Manager's position.
9. What are communication barriers ? Suggest some ways to overcome the barriers.
10. Justify any *one* of the given statements :
 - a) It's better to light a candle than to curse the darkness
 - b) Computers result in unemployment
 - c) A Chef is born, not made.

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