Q.1. What are the barriers to communication? How do we overcome these barriers? (5+5=10)

Q.2. Write short notes on any two:
   (a) Proxemics   (b) Paralanguage   (c) Artifacts (2x5=10)

Q.3. Define communication. Explain the characteristics of human communication.
   OR
   Explain the importance of effective speech for hotel professionals. (5)

Q.4. What are the essential qualities of a good speaker?
   OR
   What do you understand by audience analysis? Explain its importance. (5)

Q.5. Explain the difficulties of listening. What can we do to improve listening skills?
   OR
   Proper grooming is of great importance in hotel industry. Explain. (5)

Q.6. Explain the importance of telephone skills for front office personnel. (5)

Q.7. Discuss the importance of Non-verbal communication. (5)

Q.8. Make sentences to bring out the meaning of the following:
   (a) Aloud/Allowed   (b) Beat/Beet
   (c) Career/Career   (d) Great/Grate
   (e) Straight/Strait
   (5x1=5)