

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2015-2016**

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Communication  
TIME ALLOWED : 02 Hours MAX. MARKS: 50

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(Marks allotted to each question are given in brackets)

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- Q.1. Explain the aspects of Non-Verbal Communication.  
**OR**  
What are the barriers to Communication? How can we overcome these barriers?  
(10)
- Q.2. Define Communication. Explain briefly the different types of communication.  
**OR**  
List and explain the factors involved in the process of communication.  
(10)
- Q.3. Effective communication skills are key to the path to success. Discuss the Positive Communication techniques that you would practice.  
(5)
- Q.4. Discuss the barriers to effective Listening. What can we do to improve listening?  
(5)
- Q.5. What are the characteristics of a good speech?  
(5)
- Q.6. What are the different types of listening? Explain briefly.  
(2+3=5)
- Q.7. Make sentences to bring out the meaning of the following:  
(a) Career/Carrier (b) Great/Grate (c) Plane/Plain  
(d) Dye/Die (e) To/Two/Too  
(5x1=5)
- Q.8. Write short notes on the following (**any two**):  
(a) Proxemics  
(b) Audience Analysis  
(c) Telephone etiquette in brief  
(2x2 ½ =5)

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