

Subject Code: - AEC 101

Roll No. \_\_\_\_\_

Odd SEMESTER EXAMINATION, 2022-23

BHMCT- 1<sup>st</sup> Sem. Year- 1<sup>st</sup>

Subject Name- Communication Skills

Time- 3 hrs.

Max. Marks- 50

**Note- Attempt all question. All Questions carry equal marks. In case of any ambiguity or missing data, the same may be assumed and state the assumption made in the answer.**

**Ques. 1 Answer any Two Questions of the following. 2x5=10**

- a) Define communication and its characteristics.
- b) Explain the process of communication.
- c) What are the barriers to communication?

**Ques. 2 Answer any Two Questions of the following. 2x5=10**

- a) Define non-verbal communication and its significance in hospitality industry.
- b) Elaborate on the various types of non-verbal communication
- c) Explain the Mehrabian model of communication.

**Ques. 3 Answer any Two Questions of the following. 2x5=10**

- a) What do you understand by MTI? Mention some common errors of MTI.
- b) Describe “yourself” in 250 words.
- c) Enlist the various do’s and don’ts of application writing

**Ques. 4 Answer any Two Questions of the following. 2x5=10**

- a) Write a dialogue between a front office associate and a guest.
- b) What are the qualities of a good speaker?
- c) Describe the basic telephone etiquettes.

**Ques. 5 Answer any Two Questions of the following. 2x5=10**

- a) Define personality and its various elements.
- b) What are soft skills? How can you improve them?
- c) How to make an effective presentation?