



- Q.4 Cover letters can also be used to personalize your qualifications for a specific job.
- a) True                                      b) False
- Q.5 \_\_\_\_\_ enables two parties in different locations to see and speak to each other?
- a) Telephone                                      b) Teleconferencing
- c) Messenger chart                                      d) Television
- Q.6 Down Ward communication flows from
- a) Lower to Upper                                      b) Upper to lower
- c) Horizontal                                      d) Diagonal

### SECTION-B

**Note:** Objective/ Completion type questions. All questions are compulsory. (6x1=6)

- Q.7 Define Business Communication.
- Q.8 What is Body Language?
- Q.9 Define Co-Ordination.
- Q.10 What do you mean by inter - departmental communication?
- Q.11 Give full form of PPT.
- Q.12 What is non-verbal communication?

### SECTION-C

**Note:** Short answer type questions. Attempt any eight questions out of ten questions. (8x4=32)

- Q.13 What are the advantages of downward communication?
- Q.14 Enlist the personality traits of F & B staff.
- Q.15 What is the Importance of Body language in effective communication? Explain.
- Q.16 Why a hotel needs to communicate? Explain.
- Q.17 Differentiate between Inter and Intra communication.
- Q.18 Explain workplace etiquettes that everyone should follow.
- Q.19 Write down the formal telephonic conversation between a Hotel reservation agent and a Guest requesting to book a room.
- Q.20 Elaborate on the role of consultation services plays in maximizing the hotel revenue.
- Q.21 On behalf of GM of a hotel – Write a welcome letter to the guest.
- Q.22 *“Positive thinking will let you do everything better than negative thinking will.” Prove this saying.*