

Roll No. ....

## **BHMAECC–II**

### **English Communication**

**Bachelor of Hotel Management (BHM–17)**

**Second Semester, Examination, 2018**

**Time : 3 Hours**

**Max. Marks : 80**

**Note :** This paper is of **eighty (80)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of nineteen (19) marks each. Learners are required to answer *two* (02) questions only.

1. What is “Effective Listening” ? What are the advantages of effective listening ?
2. Discuss Oral Communication with all the advantages and disadvantages.
3. What are the essential grooming standards for hotel employees ? Discuss in detail.
4. What is “Self Confidence” ? How does it affect your performance in day to day operations in a hotel ?

**(B-86) P. T. O.**

**Section-B**

**(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of eight (08) marks each. Learners are required to answer *four* (04) questions only.

1. Characteristics of Non-verbal Communication.
2. Bernard's Contribution.
3. Telex Messages.
4. E-mail safety.
5. Empathy.
6. Write a Memo to your staff as Head of Department; regarding VIP arrival at the hotel.
7. Diagonal Communication.
8. Selective Listening.

**Section-C**

**(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of one (01) mark each. All the questions of this Section are compulsory.

Correct the following sentences :

1. There is nothing such as luck.
2. The milk of a cow is too nutritious.
3. The boat was drowned.

[ 3 ]

4. He is suffering from a strong cold.
5. Let he and I do it together.
6. I want your reply.
7. I, he and you will play.
8. He is the principal of this college.
9. Do you remember to see me ?
10. I can talk English well.