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Total No. of Pages : 02

Total No. of Questions : 18

B.Voc. (Hospitality & Catering Management) (2019 Batch)

(Sem.-1)

**BUSINESS COMMUNICATION-I**

Subject Code : BVHCM-106-19

M.Code : 77142

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

Write briefly :

1. Need for Communication
2. Listening
3. Note Taking
4. Enquiries
5. Speaker
6. Speech
7. Eye Contact
8. Body movements
9. Vocal Behaviour
10. Telephone Handling

## SECTION-B

11. What are different Business communication Models.
12. What are different Listening Barriers?
13. How do we agree for effective listening?
14. What is the effective speaking model while addressing a group?
15. Under non verbal communication what is the importance of facial expression?

## SECTION-C

16. How to overcome the barriers of communication, explain different barriers?
17. What is the importance of organizing the ideas and delivering the speech, explain.
18. Explain Kinesics and their importance in non verbal communications.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.