

Roll No.

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Total No. of Pages: 02

Total No. of Questions: 09

B.Voc. (Tourism and Hospitality Management)(Sem. – 1)

BUSINESS COMMUNICATION-I

Subject Code: BVTHM-106-19

M Code: 77182

Date of Examination : 21-01-23

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

1. Write short notes on:

- a) Pitch
- b) Posture
- c) Speech rate
- d) Non verbal
- e) Sign Language
- f) Barriers
- g) Body movements
- h) Eye contact
- i) Audience
- j) Noise

SECTION-B

2. How to overcome barriers of Communication?
3. Why politeness is important in Public speaking?
4. How do body movements affect our Communication?
5. Discuss the role of Eye contact in Non verbal Communication.
6. What do you understand by Proxemics?

SECTION-C

7. Why good listening is important for complaint handling?
8. Discuss the importance of Telephone skills required in the Hotel industry.
9. What are the essential qualities of a good Communicator?

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