

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

B.Voc. (Hospitality and Catering Management) (Sem.-2)

BUSINESS COMMUNICATION-II

Subject Code : BVHC-203-19

M.Code : 77489

Date of Examination : 08-07-22

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. Grooming
 - b. Business etiquettes
 - c. Verbal Communication
 - d. Grapevine communication
 - e. Small Talk during Presentation
 - f. Empathetic listening
 - g. Telephone etiquettes
 - h. Qualities of good speaker
 - i. Kinesics
 - j. Presentation skills

SECTION-B

2. What is Extempore? List down the attributes required for the same.
3. How Interpersonal skills important in effective leadership?
4. What are social etiquettes? Why it is important?
5. What are electronic communication techniques?
6. What are common personality development strategies?

SECTION-C

7. *“An effective leader has an art of intelligent listening”*. Discuss the statement.
8. What is Group Discussion? Discuss the stages of group discussion.
9. Discuss Non Verbal Communication. How it is an important aspect in personal enrichment?

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.