Seat No.:	Enrolment No.

GUJARAT TECHNOLOGICAL UNIVERSITY BHMCT - SEMESTER-I EXAMINATION - WINTER 2015

Subject Code: 113304 Subject Name: Hospitality Communications I Time: 10:30am to 1:00pm Instructions: 1. Attempt any five questions.			Date:28/12/2015	
		10:30am to 1:00pm Total I	Marks: 70	
	2	2. Make suitable assumptions wherever necessary. 3. Figures to the right indicate full marks.		
Q.1	(a) (b)	Elaborate the meaning of communication? How is communication important in hotel industry?		07 07
Q.2	(a) (b)	What are the basic etiquettes in the hospitality industry? Elucidate what is the process of communication?		07 07
Q.3	(a) (b)	Explain the barriers to effective communication What is body language?		07 07
Q.4	(a) (b)	Write a letter to the HR manager of your company asking for a leave Talk about the effects of miscommunication.	;	07 07
Q.5	(a) (b)	Provide the points to be kept in mind while note making Write a letter to the editor of T.O.I complaining about the bad sta your area.	ate of roads in	07 07
Q.6	(a) (b)	Write the Performa of a bio-data What are similar sounding words in the English language?		07 07
Q.7	(a) (b)	Tell about the essential qualities of a speaker? What are the parts of speech?		07 07
