Q.1. Define communication. Explain with the help of a diagram, the two way communication process.

\[ (2+8=10) \]

Q.2. What do you understand by formal communication? What are the advantages of formal communication?

\[ (5+5=10) \]

OR

Discuss the common barriers to effective communication.

\[ (10) \]

Q.3. Write short notes on (any two):
(a) Non-verbal communication.
(b) Role of feedback in communication.
(c) Memo
(d) Circular

\[ (2\times2\ ½ =5) \]

Q.4. With an example, discuss the importance of telephone in hospitality industry.

OR

Enlist five points to be kept in mind while receiving an external call.

\[ (5) \]

Q.5. What is the importance of business letter? What are the essential qualities of a good business letter?

\[ (5) \]

Q.6. Prepare a circular asking all employees to attend office on a closed holiday.

\[ (5) \]
Q.7. Write a covering letter supporting your CV for the position of a Captain in a restaurant. (5)

Q.8. State True or False:
(a) Bio-data gives the details of an individual.
(b) Written communication does not have a legal validity.
(c) Memorandums are means of oral communication.
(d) Informal channel of communication is known as grapevine.
(e) Facial expression is a verbal communication. (5x1=5)

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