Q.1. What is communication? Identify the sender-oriented barriers to communication. (10)

Q.2. What elements should be taken care of, while delivering a speech? (10)

Q.3. How can ‘listening’ be improved in an organizational set-up? (5)

Q.4. Define Listening. What are the levels of Listening? OR
What is ‘Note-Taking’? (5)

Q.5. Why is Non-Verbal Communication considered important? OR
What is the role of space and distance in communication? (5)

Q.6. Explain briefly the nature of telephone activity in the hotel industry. (5)

Q.7. “Right pronunciation enhances the corporate image”. Elaborate the idea in around 150 words. OR
“Right Body Language is the key to success”. Explain in about 150 words. (5)
Q.8. Use the following homophones in sentences to illustrate the differences in their meaning (any five):

(a) RIGHT / WRITE
(b) IN / INN
(c) FORE / FOUR
(d) MEET / MEAT
(e) WINE / VINE
(f) STATIONERY / STATIONARY
(g) WAIST / WASTE
(h) SAIL / SALE
(i) NO / KNOW
(j) HOLE / WHOLE

(5x1=5)