Q.1. Define communication. Discuss the communication process in detail.

OR

Elaborate on the various barriers to communication. How can the barriers be eliminated?

Q.2. What are the essential qualities of a good speaker? Suggest ways to develop these qualities.

OR

Discuss the various types of listening with examples.

Q.3. Write short notes on any two:
(a) Note taking  (b) Audience analysis  (c) Grapevine

(2x2 ½ =5)

Q.4. Discuss the importance of body language for a professional giving examples.

Q.5. Make sentences to differentiate the meaning of following homophones (any five):
(a) Pale/Pail  (b) Fare/Fair  (c) Dairy/Diary
(d) Birth/Berth  (e) Great/Grate  (f) Accept/Except
(g) Weather/Whether

(5x1=5)


Q.7. Discuss the importance of telephone etiquettes with respect to hotel industry.

Q.8. Explain “communicative use of artifacts” in detail with examples.

**********