

Total No. of Questions : 8]

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B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

COMMUNICATION FUNDAMENTALS (SKILLS)

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Questions Nos. 1 and 5 are compulsory.
- (2) Answer **any two** questions from the remaining **three** in each section.
- (3) Figures to the right indicate full marks.
- (4) Assume suitable data, wherever necessary.

SECTION - I

- Q.1)** (A) Explain different merits and demerits of Written Communication. [10]
(B) Define Mechanical Barrier. Explain with the help of various examples. [05]
- Q.2)** As an Executive Chef, write a memo to a cook against whom there are frequent complaints about poor food quality and delayed preparation. [10]
- Q.3)** Write short notes of **any two** of the following : [10]
(a) Sender
(b) Message
(c) Feedback
- Q.4)** Write a letter of order from Executive Housekeeper to the supplier of bed linen, ordering as per the quotation of the supplier. Assume suitable data. [10]

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SECTION - II

- Q.5) (A)** Draft an application to Hotel Oberoi, Mumbai for the post of 'Receptionist' in Front Office Department. The advertisement for the post was published in 'Time of India' dated 1st November, 10. As per advertisement, the candidate is required to be familiar with the handling of fax machine, be a computer literate and must have a good command of English, Hindi and Marathi. Write your resume also. **[10]**
- (B)** What points must be considered while transferring a call ? **[05]**
- Q.6)** What preparations are required for giving effective speech presentation ? **[10]**
- Q.7)** What is Kinesis ? Explain any two aspects of body language. **[10]**
- Q.8)** As Co-ordinator draft a detailed report on the accident that occurred in the Maintenance Department to the Principal. Mention cause of accident and precautions to be taken to avoid such accidents in future. Assume suitable data. **[10]**
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