

**B.H.M.C.T. SEM-I (2010 COURSE) /B. SC. (HOSPITALITY &
HOTEL ADMINISTRATION) SEM – I (2010 COURSE) :
WINTER - 2017**

SUBJECT: COMMUNICATION

Day: Tuesday
Date: 21/11/2017

W-2017-1448

Time: 08.30 AM TO 11.30 AM
Max. Marks: 80

N.B:

- 1) **Q. No.1** is COMPULSORY.
- 2) Answer **ANY FIVE** questions out of the remaining.

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- Q.1** Attempt **ANY FOUR** of the following: **(20)**
- a) Give the advantages and disadvantages of oral communication.
 - b) What is note making? Give a guideline for notes making.
 - c) Explain the communication process with help of a Flow Chart.
 - d) 'Articulation and delivery are important in oral communication'. Comment.
 - e) State the importance of a log book. Give a format of a log book.
- Q.2** a) Draft a application for the post of management trainee to horal park central, sector is Gurgaon, in response to their advertisement. **(06)**
- b) As a executive housekeeping write a memo to a Guest Room attendant for not maintaining the required standards of cleaning. **(06)**
- Q.3** a) As a purchase manager write a letter to M/S. V.R. suppliers complaining about the poor quality of Fruits and Vegetables supplied. **(06)**
- b) As a operations manager draft a notice to the staff informing than about the change in working hours of the administration office. **(06)**
- Q.4** a) As a purchase manager, draft a circular inflaming the staff about the "Dragon" the fine dining restaurant opened on the 14th Floor of the hotel. **(06)**
- b) Write as letter to the accounts manager of Reliance General Insurance reminding them for the pending total bill of Rs. 1,76,000. **(06)**
- Q.5** a) Write a letter to Express hoteliers and caterers subscribing for the annual subscription for a period of two years along with a draft of Rs. 1,200. **(06)**
- b) Draft a visit Report to a quick service Restaurant. **(06)**
- Q.6** a) As a proprietor of a Restaurant write a letter to Agarwal store, Pune requesting for a quotation for crockery and cutlery. **(06)**
- b) Write a paragraph of 100 words on "Mobile phones a blessing or curse". **(06)**

P.T.O.

Q.7 a) Write a letter of resignation from the post of a Restaurant manager of Hotel Double Tree, New Delhi. **(06)**

b) Give guidelines for making effective presentations. **(06)**

Q.8 a) Read the following passage carefully and answer the questions given below: **(06)**
Tagore's personality was not sided. It was well rounded, like this earth of ours, or like the cycles of nature. He was not a passive seeker of harmony and beauty, but was a rebel who questioned and exposed all that was Ugly and narrow and merely conventional. He was at the same time, actually aware of the pain and suffering of mankind especially of those whom he called the lowliest and the lost. He used to speak of the injustice of the wounds which man was inflicting on his fellow beings. He hoped that "Vishwa Bharati" would embody experiment and renewal education is not one way process in which the student merely learns. In this process of learning, he should renew knowledge in the shape of books and teachers coming face with them. The student does not take away the treasure but adds to it.

Questions:

- i) What was Tagore's personality like?
- ii) Why was he regarded as a rebel?
- iii) What was he aware of?
- iv) What was man doing to his fellow beings?
- v) What did he expect of Vishwa Bharati?
- vi) What is education, according to him?

b) Draft a letter of complaint for the supply of defective raw material to your kitchen by your regular supplier (assume suitable data). **(06)**

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