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**BACHELOR DEGREE IN HOTEL
MANAGEMENT**

Term-End Examination

December, 2011

BHY-025 : BUSINESS COMMUNICATION SKILLS

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions.*

(ii) *All questions carry equal marks.*

1. What is communication ? Describe the process of communication. 20
2. What are the different types of communication ? 20
How these are helpful in hotel industry ?
3. Write a note on : 10+10=20
(a) Interpersonal communication.
(b) Listening process
4. Discuss barriers in communication. 20
5. What do you mean by business letter in hotel business ? Give the types of business letters used in hotel industry. 20

6. "Business report is the output of business." Justify and illustrate. 20
7. What is the difference between communication and information ? How we develop effective communication system in hospitality business ? 20
8. Write a note on : 10+10=20
(a) Interview
(b) Communication skills for group discussion and interview.
9. What is non-verbal communication ? How to make it more effective ? 20
10. Write a note on : 10+10=20
(a) Hotel business etiquettes.
(b) Prerequisites of effective presentation
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