

DHOTRM

Term-End Examination

June, 2012

BCR-072 : FUNCTIONAL COMMUNICATION AND GROOMING

Time : 3 hours

Maximum Marks : 100

*Note : Answer **any five** questions. All questions carry equal marks.*

1. What do you understand by Effective Communication ? What are the barriers to Effective Communication ? What are the communication strategies used to overcome these barriers ? **4+8+8=20**

2. (a) What will you ask and confirm from a Foreign National who has booked a Package tour and is checking - in your hotel ? **2x10=20**
(b) How is the check - in procedure different from the check - out procedure ?

3. What is the role of menu cards in Restaurant communication ? What all information is required to be communicated to guests seated in the restaurant ? **8+12=20**

4. (a) How would you handle a difficult guest/tourist ? $2 \times 10 = 20$
(b) What is the procedure for dealing with guest queries ?
5. Which words are considered as negative words ?
What is the impact of negative words ? Explain with the help of examples. $10 + 10 = 20$
6. (a) How can one contaminate food ? $2 \times 10 = 20$
(b) What is the importance of dressing up and uniforms in hospitality industry ?
7. What is the role of Body Posture in work environment ? 20
8. (a) What do you understand by Self Motivation ? $2 \times 10 = 20$
(b) What is the need of a pleasing behaviour in hotel industry ?
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