

**GUJARAT TECHNOLOGICAL UNIVERSITY****B. HMCT – SEMESTER – I • EXAMINATION – WINTER • 2014****Subject Code: 113304****Date: 01-01-2015****Subject Name: Hospitality Communication - I****Time: 10:30 am – 01:00 pm****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Importance of Communication in Hospitality industry **07**  
(b) Explain Importance of Body language & Basic Etiquettes in Communication **07**
- Q.2** (a) Explain Process of Communication **07**  
(b) Give Classification of Communication **07**
- OR**
- (b) Explain nonverbal communication **07**
- Q.3** (a) Explain the barrier to the communication **07**  
(b) “A picture is worth a thousand words” – Explain **07**
- OR**
- Q.3** (a) Synonyms: 1. Dull 2. Huge 3. Ask 4. Begin 5. Try 6. Value 7. Write **07**  
(b) Write a Leave Application to the principal of your college **07**
- Q.4** (a) Prepare Bio data for the job **07**  
(b) Prepare the handout for the tuition classes **07**
- OR**
- Q.4** (a) Experience is the best teacher – Explain **07**  
(b) Essay : Education System of India **07**
- Q.5** (a) Homonyms : Net , Right , Type , Leaves , Date , Crane , Engaged ( Form two sentence for each word) **07**  
(b) Antonyms: Above , Alone , Safe , Fact , Zip , Tie **07**
- OR**
- Q.5** (a) Write a letter to HR Manager of Ramada to conduct the visiting lecture in your institution **07**  
(b) Write a passage on “Addiction of Application” **07**

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