Seat No.: _____ *Enrolment No._____*

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Tech.- First Year- Examination –May/June- 2011

Subject code:510005

Subject Name : BUSINESS & ENGLISH COMMUNICATION-1

Date:31/05/2011 **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 **[14]**

(a). Exercise A: Draw a circle around the subjects and underline the predicates in the sentences below.

1. Yesterday, Harvey and Harriet took their children to the zoo.
2. The elephants, the lions, and all of the other animals were hungry.
3. The president of the bank looked everywhere for the combination to the vault.
4. They sat quietly.

(b) Read the following passage carefully and answer the questions below.

Nikhil Swamy was born in 1941 in the village of Ajpur. After obtaining an M.Sc degree from the University of Punjab (Lahore) he went to the University of Texas in the U.S.A. He came back to India with a PhD in Organic Chemistry, but found he could not get a suitable job. When his application for a teaching post at the University of Punjab was rejected, he decided to go abroad. He now teaches at the University of Bristol in the west of England.

Anand Verma was born in1945 in Lahore. He received his basic education in Madras. He then attended Madras University, where he obtained his B.A. (Hons) and M.A. He worked in Madras for an Australian Bank and as part of his duties, was transferred to the Bank's head office in Sydney for a temporary period of two years. At the end of that period, he decided to settle in the U.S. with his family, he lives and works in SEATTLE

1. What do these two people have in common?
2. From where did Nikhil Swamy obtain his Ph.D. in Organic Chemistry?
3. Why do you think Nikhil Swamy decide to go abroad?
4. Why did Anand Verma go to Sydney?
5 When and where were Nikhil and Anand born?
6. Give the meaning of – a) obtain b) rejected c) temporary d) transferred

C. Write a Circular to all the departments of XYZ Company informing them about the Year End X'mas Bonus.

Q2 - **[14]**

(a). Write a report on the fire that broke out in your hotel kitchen while you were on duty. **[07]**

(b) Draft a letter to Umiya Class works Mumbai asking for the latest catalogue and stating that you require a large amount of glass for the new Wing of your hotel. **[07]**

OR

(b) Apply for the position of Front desk Receptionist/ Housekeeping Supervisor at renowned hotel in your city.

Q3 [14]

(a) How would you Groom yourself for a promotion in the hospitality industry

(b) Write the Importance of Non-Verbal Communication

(c) Fill in the blanks with correct form of tenses

	Simple	Continuous	Perfect
1	I ate	_____	I had eaten.
2	I shall read	I shall be reading	_____
3	They Speak	_____	They have spoken.
4	The boy drove.	The boy was driving	_____

OR

Q.3 [14]

(a) Sate the Barriers to effective communication.

(b) Grooming Dos and Don'ts

(c) Fill in the table with correct form of tenses

Simple	Continuous	Perfect
	I am calling.	I have called
I ate my lunch		I had eaten my lunch
	I shall be dancing.	

Q4 . [14]

(a) What are the points to keep in mind when speaking to a guest ?

(b) Write five ways to improve Body Language ?

(c) Change to Passive.

Active: I keep the butter in the fridge.
Passive:

Active: They stole the painting.
Passive:

Active: They are repairing the road.
Passive:

Active: Shakespeare wrote Hamlet.
Passive:

Active: A dog bit him.
Passive:

OR

Q.4- [14]

(a) What are the factors that prevent one from being a good listener?

(b) Explain the definition of Communication

(c) Give the Homophones of -----

Prize -	Peace –	Blue-	Hour-
Right-	Flew-	Sole -	Desert –

Q.5 - **[**14]

(a) Define Posture—

(b) Draft a letter to your regular guest of the hotel informing him of the discount scheme for the X'mas and New Year Eve.

(c) What are the Rules to be followed for effective listening ?

OR

Q.5 **[14]**

(a) Define etiquettes and manners

(b) Write a formal letter to the bank manager applying for a loan.

(c) Explain the advantages and disadvantages of non-verbal or written communication.