Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

Diploma Hotel Management & Catering Technology First year examination May 2010

Subject code: 510005

Subject Name: Business & English Communication-I

Date: 24 / 05 / 2010 **Time: 11.00 am – 01.30 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)	What are punctuation marks? Explain different uses of comma?	**06**
(b)	Write on application to H.R manager for 1 week leave?	**06**
(c)	What is a circular latter?	**02**

Q.2

(a)	Explain barriers to listening?	**07**
(b)	Explain difference between listening and hearing?	**07**
	OR	
(b)	Discuss different stage of communication?	**07**

Q.3

(a)	What should we keep in mind before going for an interview?	**06**
(b)	What is difference between a business latter and a business memo?	**06**
(c)	Explain from and structure of a business memo?	**02**
	OR	

Q.3

(a)	What is the importation of body language in communication?	**04**
(b)	Discuss rules of good listening?	**05**
(c)	Write an essay (A) A perfect chef (B) A perfect holiday	**05**

Q.4

(a)	Write on application Appling for manager post?	**06**
(b)	Correct the antonyms (A) Host (B) fresh (C) juicy (D) hard	**02**
(c)	Explain difference between Verbal and non- verbal communication?	**06**
	OR	

Q. 4

(a)	Write five sentences using Polite question?	**05**
(b)	Write five sentences using WH- question?	**04**
(c)	Write five sentences using Direct question?	**05**

Q.5

(a)	Explain importance of etiquettes and mannerism in communication?	**05**
(b)	Write notice as a hade clerk directing to student for paying remaining fess?	**04**
(c)	Explain personal grooming?	**05**
	OR	

Q.5

(a)	What are the types of listening?	**05**
(b)	Write short note on eye contact?	**05**
(c)	Discuss channels of communication?	**04**

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