



# AJEENKYA

## D Y PATIL UNIVERSITY

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### End Term Examination (December 2019)

School: Hotel Management

Program: BSc CA

Course: Language Skill- English

Course Code: GEX 116

Semester: I

Max Marks: 50

Duration (mins): 120

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#### Q1. State true or false (10 Marks)

1. Eye contact with the entire audience is very important for any good speaker.
2. Proxemics is the study of how humans use time while communicating
3. It is always good to have practiced with any visual aid before using it in a speaking situation.
4. The language of report should be formal.
5. The main advantage of written communication is that it provides a permanent record of a message.
6. A good listener refers to the message in the following sequence: hear, interpret, understand and respond.
7. In the communication process, the flow from the receiver to the sender is called noise.
8. One of the principles of good writing is to proofread the document.
9. Effective communication is not related to the manager's use of his or her time
10. The very best way to end any speech is with "Thank You"

#### Q2. Define the following- any five (10 Marks)

1. Communication Barriers, 2. Chronemics, 3. Upward Communication,
4. Communication Channels, 5. Body language, 6. Listening

#### Q3. Short answer questions (15 Marks)

1. Enlist the qualities of a good speaker.
2. Differentiate between listening and hearing.
3. Write Principles of communications.
4. What is Social space, Personal space and Intimate space
5. Draw and explain communication cycle

**Q4. Long answer questions (15 Marks)**

1. Write the advantage and disadvantages of oral communication.
2. Write a formal complaint letter to the Front Office manager of a hotel about the bad condition of the room you as a guest stayed in.
3. Write five courtesy phrases to be used in a telephonic conversation with a guest.