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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No.

[0607]/HSAEC117/2025/BSCHS\_SEM1

FYBSC Hospitality Studies (First Semester) Examination, 2025

HSAEC117 - COMMUNICATION SKILLS I

(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- i. Solve *any five questions*
- ii. All questions carry *equal marks*.
- iii. *Draw* diagrams wherever *necessary*.

Q.1 Explain the terms :

- |                     |     |
|---------------------|-----|
| A) Feedback         | [1] |
| B) Proxemics        | [1] |
| C) Report writing   | [1] |
| D) E mail etiquette | [1] |
| E) Sender           | [1] |

Q.2. Distinguish between verbal and non-verbal communication with examples. [5]

Q.3. Describe the process and importance of reading. [5]

Q.4. Explain Mehrabian's model of effective communication. [5]

Q.5. Give the importance of Dressing and Grooming in Hospitality. [5]

Q.6. Write a short note on telephone etiquettes. [5]

Q.7. Do as directed: [5]

- a) \_\_\_ Ganga is a sacred river. (Fill in the blanks with the correct article)
- b) He runs fast. (Identify the part of speech of the underlined word).
- c) They \_\_\_\_\_ (play) football when it started to rain. (Fill in the blanks with the correct form of the verb in bracket).
- d) He \_\_\_ be at home now; I just saw his car outside. (Fill in the blanks using appropriate modal)
- e) We are interested \_\_\_ learning French. (Fill in the blanks with correct preposition)

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