

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PCC126/2025/BHMCT_SEM2_Revised

FYBHMCT (Second Semester) Examination, 2025

PCC126 - BUSINESS COMMUNICATION

(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.

Q1. Explain the terms:

- | | |
|-----------------------------|-------|
| A) Business Communication | [1] |
| B) Barrier in Communication | [1] |
| C) Appreciation Letter | [1] |
| D) Minutes of a Meeting | [1] |
| E) Etiquette | [1] |

Q2. Discuss five major points to be kept in mind while appearing for an interview. [5]

Q3. Discuss points related to dos and don'ts of Body language during a presentation. [5]

Q4. Differentiate between Verbal and Nonverbal Communication. [5]

Q5. Write a letter of order for Glassware and Flatware for a specialty restaurant. Assume you are the Restaurant Manager. [5]

Q6. Identify the impact of Technology on Business Communication. [5]

Q7. Enlist and explain any 5-table etiquette. [5]
