

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PCC126/2026/BHMCT_SEM2

FYBHMCT (Second Semester) Examination, 2026

PCC126 - BUSINESS COMMUNICATION

(2025 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) Appreciation Letter [1]**
- C) Semantic Barrier [1]**
- D) Conference [1]**
- E) Table Etiquettes [1]**

Q2. Explain any five guidelines of effective presentation. [5]

Q3. Your friend is appearing for an interview. What tips will you advise him to prepare for his interview? [5]

Q4. Describe any five objectives of Business communication. [5]

Q5. What are psychological barriers in business communication? Briefly explain any four methods that can help overcome these barriers in the workplace. [5]

Q6. Define a Business Attire? Why is it important to dress professionally in a business meeting? [5]

Q7. Write a Job Application Cover letter for a position of a Front Office Associate in a Luxury hotel. Assume suitable data. [5]
