



QP – 037

I Semester B.H.M. Examination, April/May 2021
(CBCS) (2015-16 and Onwards) (F+R)

ENGLISH

1.2 : Hospitality Communication

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Read the instructions **carefully**.
2) Pay attention to **legibility** and **neatness**.

SECTION – A

I. Answer **any six** of the following briefly :

(6×2=12)

- 1) What is informal communication ?
- 2) Mention any two types of listening.
- 3) Define Kinesics.
- 4) What do you mean by socio-cultural barrier ?
- 5) Mention any two telephone etiquette at work place.
- 6) Why is grooming important in the hospitality industry ?
- 7) What did Raghunath Medge do to pass the English exam ?
- 8) Why did Sopanrao Mare and Raghunath Medge go to London ?

II. Write short notes on **any two** of the following :

(2×5=10)

- 1) Non-verbal communication.
- 2) Advantages of grapevine.
- 3) Extempore and prepared speech.
- 4) Importance of feedback.

P.T.O.



SECTION – B

- III. A) Correct the following sentences and rewrite : 5
- 1) Please convey my best wishes back to your parents.
 - 2) He has been suffering with fever for the last six weeks.
 - 3) He is going everyday for a morning walk with his friends and neighbours.
 - 4) Each of the boys were to blame for the accident.
 - 5) These are your new shoes, weren't they ?
- B) Use articles where necessary and complete the following sentence : 2
- 1) My brother is _____ sensitive child.
 - 2) The driver sustained _____ worst injuries.
- C) Rewrite the sentence using the correct prepositions : 2
- 1) I don't like walking in the streets in night.
 - 2) There is a bridge through the river.
- IV. A) How would you make polite enquiries for the following : (2×2=4)
- 1) To know the price of a laptop.
 - 2) To know the train fare from Bangalore to Delhi.
- B) What set of instructions would you give for these tasks ? Answer any one. 2
- 1) To download a game in your phone.
 - 2) To make pineapple juice.
- C) Write out the message slip you would fill in to pass on as telephone message. 3
- Leslie : Good morning. Global investment.
- Camron : Good morning. I am Camron. Could I speak to Maria ?
- Leslie : Sorry, she has just gone out. Can I take a message ?
- Camron : Yes, thanks. Could you ask her to meet the client at the Capitol restaurant at 5pm today.
- Leslie : Sure.
- Camron : Thank you.



V. Write a letter for **any one** of the following : 5

Draft a letter to your employer requesting for sick leave as you are suffering from viral infection.

OR

Write a letter to the principal asking permission to organize a food fest in the college.

VI. Read the following passage and answer the questions given below : 5

India is a secular, democratic nation. This implies that every religion is treated equally and at par with every other religion. No religion is accorded any preferential treatment of any kind. All citizens are also free to practice, preach or profess any religion of their choosing. The state does not have a unified or homogeneous religious following.

This unique characteristic of India ensures its unity in diversity. India has been the birthplace of several religions and is the land where all these religions – such as Hinduism, Christianity, Buddhism, Sikhism, Zoroastrianism, Jainism and so on exist simultaneously, peacefully and harmoniously.

But, some anti-social elements have interpreted the sanctity of religions in a twisted way. No religion preaches violence or rioting. All the religions are but various ways to reach the Supreme Being, they are paths which lead to the ultimate truth and salvation, though we refer to the destination by various names such as Jesus, Krishna, Buddha, Allah and so on. It is important to realize that in order to ensure a peaceful mosaic of cultural distinctness, the path of non-violence or ahimsa, as given by the Father of the nation, must be followed unwaveringly. God created man in his own image. Hence, it follows



naturally that there is some divinity within all human beings. Thus, to kill and murder in the name of religion is blasphemy. Only when the religious fanatics understand this, will there be perpetual peace in the land.

- 1) What is meant by the term "Secular" ?
- 2) What is special about India's association with religion ?
- 3) Why are human beings divine ?
- 4) What has to be done to ensure a peaceful mosaic of cultural distinctness ?
- 5) How can all religions co-exist peacefully ?

SECTION – C

VII. Answer **any two** of the following in **not more than two** pages : **(2×10=20)**

- 1) Explain the benefits of effective communication in the hotel industry.
- 2) Discuss the advantages and disadvantages of oral and written communication.
- 3) Recount the hospitality received by Raghunath Medge and Sopanrao Mare in London.