

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : Diploma in Front Office Operation
SUBJECT : Business Communication & Office Organisation
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. What is communication? Briefly explain the various principles of effective communication.

(3+7=10)

Q.2. Explain the following (**any ten**):

- | | |
|----------------------|------------------------------|
| (a) Grapevine | (b) Kinesics |
| (c) FAX | (d) Memo |
| (e) D.O. letter | (f) C.V. |
| (g) Semantic barrier | (h) Agenda |
| (i) Encoding | (j) Chronemics |
| (k) Office circular | (l) Non-verbal communication |

(10x2=20)

Q.3. Write a complaint letter to the postal department stating certain parcel that was ordered a month back has not reached the address.

(10)

Q.4. Briefly explain the essentials of good business letter.

(5)

Q.5. Fill in the blanks:

- (a) _____ is a physical barrier to communication.
(b) Communication flow from a manager to a worker is known as _____.
(c) _____ is a study of how speaker verbalises.
(d) _____ is related to space distance between persons during communication.
(e) Transmission of information amongst persons of same level and status is known as _____.

(5x1=5)
