

GUJARAT TECHNOLOGICAL UNIVERSITY

BHMCT- SEMESTER-I EXAMINATION – SUMMER 2025

Subject Code:113304

Date:30-05-2025

Subject Name: Hospitality Communication - I

Time:02:30 PM TO 05:00 PM

Total Marks:70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.

	Marks
Q.1 (a) What do you mean by body language?	03
(b) Discuss the basic etiquettes of Hospitality industry	04
(c) Explain the importance of Communication in Hospitality Industry.	07
Q.2 (a) What is the purpose of communication under hospitality industry	03
(b) Discuss the process of communication in hospitality industry.	04
(c) Explain the barriers to communication in hospitality.	07
OR	
(c) Discuss the effects of communication in hospitality organization	07
Q.3 (a) What are the subtypes of types?	03
(a) Past continuous tense	
(b) Present Perfect Tense	
(c) Future Continuous tense	
(b) Discuss the way to express the thought and idea in different way	04
(c)	07

Identify the type of tenses

1. Damon drinks coffee every morning.
2. The boy got up late and missed the bus.
3. My mother goes to pray in the temple.
4. The team is playing very well.
5. The school will be closed for winter break.
6. Leonard graduated from college last year.
7. The baby has eaten all the chips.

OR

Q.3 (a) What is the common error in Concord?	03
(b) Go through the following sentences and fill in the blanks with the suitable form of the verbs given in brackets.	04

1. All my friends _____ here. (be)
2. I _____ the guitar. (play)
3. They _____ packed all that they will need for the trip. (have)

4. Samantha, Rachel and Sheena _____ eighth-grade students. (be)

- (c) Check out the following sentences, and rewrite the sentences by replacing the underlined verbs with the right form of the verb so that it agrees with the subject. **07**

1. Neither your hair clip nor your shoes matches your dress.
2. The performance of William McKinley High School were great.
3. The little boy love mangoes.
4. Your heartbeat are not normal.
5. All of my toys has been donated.
6. Don't you think 150 kilometers are a little too long for us?
7. Here is the books you asked for.

- Q.4** (a) What are the tips for application writing? **03**
(b) Write a letter stating your inability to join a family function. **04**
(c) Your name is Mr Mohan Sharma. Write an application for the post of a cashier to M/s Jaypee Brothers, New Delhi **07**

OR

- Q.4** (a) Difference between Application writing and letter writing **03**
(b) You wish to do a Spanish learning course from the institute 'Learn a Language'. Write a letter to enquire about course details, fees, duration etc. sign yourself as Kritika/Kartik. **04**
(c) Draft an application for the post of an accountant in Pioneers (Pvt.) Ltd. Co. Hyderabad in response to their advertisement that appeared in The Times of India dated 1st August, 20XX. Prepare a biodata to be enclosed. You are Nipun/Aparna **07**

- Q.5** (a) What is the effective communication **03**
(b) What are the qualities of good listener **04**
(c) Explain the factors that hamper the listening **07**

OR

- Q.5** (a) What is the role of team leader **03**
(b) What are the qualities of good speaker **04**
(c) Discuss the benefits of Listening **07**
