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200948

DIPLOMA
Hospitality-Ethnic Foods & Sweets Processing
Subject: Communication Skills
Subject Code: HDFP-106
Semester: First
September 2020
Theory (External): 35 Marks
Time: 03 hours

INSTRUCTIONS TO THE STUDENTS

1. Read the questions carefully and write the answers in the answer sheets.
2. Wherever necessary, the diagram drawn should be neat and properly labelled.
3. This questions paper comprises of 8 questions out of which student need to attempt any 4 questions.
4. All questions carry equal marks.
5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

ESSAY TYPE QUESTIONS

1. Explain the process of communication in detail.
2. Describe the 7Cs of communication.
3. Write a paragraph on 'COVID 19'
4. Define Kinesics. Also explain the other forms of communication.
5. Write a job application letter for the post of a sweet processing expert at Bikanervala Foods Pvt. Ltd. Assume necessary details.
6. Imagine that you are the purchase manager at a Haldiram's outlet. Write a letter placing an order for the raw material required to prepare Indian food and sweets.
7. Explain the characteristics and importance of a PowerPoint presentation?
8. Explain the various types of customers and the ways to handle them effectively.

*****END OF PAPER*****