

2107018

**DIPLOMA**  
**Hospitality-Ethnic Foods & Sweets Processing**  
**Subject: Communication Skills**  
**Subject Code: HDFP-106**  
**Semester: First**  
**July 2021**  
**Theory (External): 35 Marks**  
**Time: 03 Hours**

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**Instructions to the Students**

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 1 mark.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 5 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number									

**SECTION -A (SHORT/OBJECTIVE TYPE QUESTIONS)**  
**(10x1=10 Marks)**

- A. What is Communication? Explain with suitable examples.
- B. Explain the term Encoding. Who is the encoder of a message?
- C. What are Barriers to Communication? Name some important barriers
- D. State two advantages of written communication.
- E. State two disadvantages of oral communication.
- F. What is diagonal communication?
- G. What is non verbal communication?
- H. There is no difference between listening and hearing.(True/False)
- I. Define communication.
- J. What is verbal communication? Give examples.

**SECTION -B (ESSAY TYPE QUESTIONS)**  
**(5x5=25 Marks)**

- 1. What is Communication? Describe the process of communication.
- 2. Write a letter to your friend urging him to prepare earnestly for competitive exams.
- 3. What are the barriers to communication? Explain?
- 4. What's the best customer service you've ever received? Why?

5. Write a letter to a friend about an invitation in your sisters' marriage.
6. Write characteristics of good team players
7. Read the comprehension and answer the question that –follow

When buying a house, you must be sure to have it checked for termites. A termite is much like an ant in its communal habits, although physically the two insects are distinct. Like those of ants, termite colonies consist of different classes, each with its own particular job. The most perfectly formed termites, both male and female, make up the reproductive class. They have eyes, hard body walls, and fully developed wings. A Pair of Reproductive Termites make the colony. When new reproductive termites develop, they leave to form another colony. They use their wings only this one time and then break them off.

The worker termites are small, blind, and wingless, with soft bodies. They make up the majority of the colony and do all the work. Soldiers are eyeless and wingless but are larger than the workers and have hard heads and strong jaws and legs. They defend the colony and are cared for by the workers.

The male and female of the reproductive class remain inside a closed-in cell where the female lays thousands of eggs. The workers place the eggs in cells and care for them. Even if one colony is treated with poison and if a male and female of the reproductive class escape, they can form a new colony.

Pest control companies can inspect a house for infestation of termites. Often, a lay person cannot spot the evidence, so it is critical to have the opinion of a professional. Treatments vary depending upon the type of termite.

Questions:

- A. How are termites like ants?
- B. What does the word communal mean according to the text?
- C. Describe any two features of termites.

- D. What can be the best title of the passage.
- E. Who can check the termites' infestation in a house

8. Read the passage below and answer the questions that follow:

The railroad was not the first institution to impose regularity on society, or to draw attention to the importance of precise time keeping. For as long as merchants have set out their wares at daybreak and communal festivities have been celebrated, people have been in rough agreement with their neighbors as to the time today. The value of this tradition is today more apparent than ever. Were it not for public acceptance of a single yardstick of time, social life would be unbearably chaotic for the massive daily transfer of goods, services, and information would proceed in fits and starts; the very fabric of modern society would begin to unravel.

- 1) What is the main Idea of the passage?
  - a) In Society we must make more time for our neighbors.
  - b) The traditions of society are timeless.
  - c) An accepted way of measuring time is essential for the smooth functioning of the society.
  - d) Society judges people by the time in which they conduct certain activities.
- 2) The word 'draw' in the first sentence can best be replaced by
  - a) Bring
  - b) Infer
  - c) Formulate
  - d) Sketch
- 3) The Phrase "this tradition" in third sentence refers to:
  - a) The practice of starting the business day at dawn.
  - b) Cordial relations between neighbors.
  - c) The railroad's reliance on time schedules.
  - d) People's agreement on the measurement of time.

- 4) The author implies that which of the following is a consequence of the greater complexity of today's society:
  - a) Agreement on the measurement of time is more important.
  - b) The role of the railroad has become very vital.
  - c) People agree about time more readily.
  - d) Traditional values are of greater importance to the well-being of the society.
- 5) What did the paragraph preceding the passage most probably discuss?
  - a) The time at which religious services used to be held.
  - b) The regulatory effect of the railroad on society.
  - c) The need to regulate the railroads.
  - d) The sale of clocks and timepieces by merchants.

==END OF PAPER==