

## MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination—July, 2020

CERTIFICATE COURSE IN HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY

[ TIME ALLOWED—3 HOURS ]

(MARKS—100)

## COMMUNICATION SKILL (THEORY-I)

*Instructions:—* (1) All questions are *compulsory*.(2) Assume suitable additional data if *necessary*.(3) Draw the *suitable diagram* wherever necessary.(4) Figures to the right indicate *full marks*.**Marks**

1. (a) Make sentences to bring out the meaning of the following : 5  
(any five) :—
- |                        |                      |
|------------------------|----------------------|
| (i) Aloud / Allowed    | (ii) Beat / Beet     |
| (iii) Career / Carrier | (iv) Great / Grate   |
| (v) Straight / Strait  | (vi) Council/Counsel |
| (vii) Affect/Effect.   |                      |
- (b) Fill in the Blanks. (any five) :— 5
- (i) ..... is a physical barrier to communication.
- (ii) Communication flow from a manager to a worker is known as .....
- (iii) ..... is a study of how speaker verbalises.
- (iv) ..... is related to space distance between persons during communication.
- (v) Transmission of information amongst persons of same level and status is known as .....
- (vi) Aesthetic Communication is a type of ..... communication.
- (c) State *true* or *false* (any five) :— 5
- (i) Circulars are written instructions to an individual employee.
- (ii) A good business letter should not be written from the reader's point of view.
- (iii) Oral communication does not save time.
- (iv) Audio visual communication is carried on through mass publicity.
- (v) Face to face communication is suitable for large communication.
- (vi) Films fall under visual communication.
- (vii) Feed-back is not important for effective communication.

[ Turn over

2. Answer any *two* of the followings :— 16
- (a) What are the barriers of communication? How do we overcome these barriers?
  - (b) Define communication. Explain the characteristics of human communication.
  - (c) Discuss the importance of Non-verbal communication.
  - (d) Explain the communication cycle with a neat diagram.
3. Answer any *two* of the followings :— 16
- (a) Briefly explain the essentials of good business letter.
  - (b) Write a complaint letter to the postal department stating certain parcel that was ordered a month back has not reached the address.
  - (c) Write a Memo to your Staff Members for not performing job as per SOP.
  - (d) Write a report to your higher authority.
4. Answer any *two* of the followings :— 16
- (a) List tips for effective use of non-verbal communication.
  - (b) Write a note on International Phonetic Script.
  - (c) Distinguish between sender and receiver.
  - (d) Ecrivez le highrarchy de la brigade de cuisine.
5. Write short notes. (any *four*) :— 16
- (a) Para Language
  - (b) Artifacts
  - (c) Proxemics
  - (d) Grapevine
  - (e) Office circular
6. Answer any two of the followings :— 16
- (a) Translate the French word into English.
 

(i) Dix -Sept	(ii) Roti
(iii) Un	(iv) Aliments
(v) Pomme de terre	(vi) Pomme de terre
(vii) Juine	(viii) Mardi.
  - (b) Write in French:
 

(i) September	(ii) March
(iii) Sunday	(iv) Apple
(v) Vegetables	(vi) School
(vii) Banana	(viii) Spinach.
  - (c) Planifiez un menu francais de 5 cours en donnant un exemple de chaque cours. (Plan a five course French menu while giving an example of each course)
  - (d) Translate below sentences into French.
    - (i) What is your Name?
    - (ii) I am doing well, and you?
    - (iii) How are you?
    - (iv) How old are you?

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