



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

**B.Sc. in International Hospitality Management**

Type: Semester End Assessment

Date: 12<sup>th</sup> November 2021

Term: 1

Total Marks: 25

Time Duration: 02 hours

Course Name: Applied Communications

Course Code: IHSS101

Instructor: Ms. Mini Ribeiro

This paper contains 02 pages in addition to the cover page.

Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Class: \_\_\_\_\_

Marks Obtained: \_\_\_\_\_

Faculty Signature: \_\_\_\_\_

Invigilator Signature: \_\_\_\_\_

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and avoid interacting or communicating with their peers.
- Students must enter the examination hall 10 minutes prior to the scheduled time of the examination.
- Students will carry only their essential Books, notes, pens, pencils, calculators and scales into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones and beeping watches are prohibited in the examination hall. The usage of electronic data banks is prohibited.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.
- Students will not be permitted to exit the examination hall 30 minutes prior to end time of an examination. A student leaving the room will have to return his/her paper to the faculty and the paper will be considered as completed.
- Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator.



## Answer All Questions

**Q.1.** Write short notes on any **one** of the following:

**(05 marks)**

- a. Non-verbal communication
- b. Barriers in communication
- c. Interview skills

**Q.2.** Correct the grammar in any **ten** of the following sentences:

**(10 marks)**

- a. I went to the India in 1967.
- b. I have been in the United States since the year.
- c. I used to having a horse.
- d. I'm used to get up early.
- e. I love a lot the animals that live in Australia.
- f. She must has been on holiday.
- g. I wish I am not fat.
- h. When I was in London last year, I wish I went to Paris.
- i. The sun is very strong. I wish I didn't leave my sun screen in the hotel.
- j. I am not used to do the housework.
- k. I hate doing mistakes.
- l. I live here since 1997.
- m. He knows her for ten years.
- n. I've been cutting my finger today.
- o. My house is built in 1567.
- p. Spinach is said to being very good for your health.



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- q. I went to work with the bus.
  - r. At this time tomorrow, I'll be fly to New Delhi.
  - s. I'm not agree: this exercise is very easy.
  - t. I am knowing all the spellings, but it's difficult to remember.

**Q.3** You are the General Manager of a Hotel and receive a letter of complaint regarding a bad guest experience at your Hotel. Write back, addressing the guest politely in a letter, acknowledging the mistakes at the Hotel's end, trying to resolve the situation. **(10 marks)**