

# Subharti University, Meerut

## B.Voc in Hotel Management

**Subject:** Communication Skills

**Sample Model Question Paper – MCQs**

**Time:** 1 Hour **Marks:** 50

1. Communication is the process of: a) Speaking only b) Sending and receiving messages c) Writing only d) Listening only
2. Effective communication requires: a) Sender b) Receiver c) Message d) All of these
3. Which is a verbal communication? a) Email b) Telephone call c) Gesture d) Facial expression
4. Non-verbal communication includes: a) Speaking b) Writing c) Body language d) Email
5. Eye contact is a part of: a) Verbal communication b) Written communication c) Non-verbal communication d) Visual aid
6. Listening carefully is a: a) Bad habit b) Communication barrier c) Communication skill d) Noise
7. The sender encodes the message using: a) Channel b) Feedback c) Language d) Noise
8. Receiver decodes the message using: a) Language b) Channel c) Noise d) Symbol
9. Feedback helps in: a) Confusion b) Completion of communication c) Delay d) Noise
10. Written communication example is: a) Telephone b) Memo c) Meeting d) Conversation
11. Barrier of communication is: a) Clarity b) Noise c) Feedback d) Listening
12. Physical barrier example is: a) Noise b) Language c) Attitude d) Emotion
13. Language barrier occurs due to: a) Same language b) Different languages c) Silence d) Feedback
14. Communication in hotels is important for: a) Decoration b) Guest satisfaction c) Cooking d) Accounting
15. Smile while speaking shows: a) Anger b) Confidence c) Fear d) Confusion
16. Tone of voice indicates: a) Mood b) Noise c) Channel d) Feedback
17. Body posture comes under: a) Written b) Verbal c) Non-verbal d) Visual
18. Telephone etiquette means: a) Talking loudly b) Professional phone manners c) Ignoring calls d) Short calls
19. Polite language is important in: a) Hotel industry b) Factory c) Farm d) Mine
20. Listening is a: a) Passive skill b) Active skill c) Physical skill d) Natural skill
21. Grapevine communication is: a) Formal b) Informal c) Written d) Official
22. Formal communication follows: a) Rumors b) Official channels c) Gestures d) Silence
23. Communication skill improves: a) Conflict b) Guest handling c) Noise d) Delay
24. Good communication creates: a) Confusion b) Misunderstanding c) Good impression d) Noise
25. First impression depends on: a) Appearance and communication b) Silence c) Noise d) Speed
26. Facial expression shows: a) Feelings b) Noise c) Channel d) Language
27. Written communication should be: a) Long b) Confusing c) Clear d) Emotional

28. Communication gap means: a) Proper understanding b) Misunderstanding c) Feedback d) Listening
29. Assertive communication means: a) Aggressive b) Passive c) Clear and confident d) Silent
30. Hotel staff should communicate in: a) Rude manner b) Polite manner c) Angry tone d) Casual way
31. Greeting guests is part of: a) Housekeeping b) Communication skills c) Cooking d) Accounting
32. Email is an example of: a) Verbal b) Non-verbal c) Written d) Visual
33. Active listening involves: a) Ignoring b) Interrupting c) Understanding d) Sleeping
34. Noise in communication refers to: a) Music b) Any disturbance c) Language d) Feedback
35. Communication skill helps in: a) Guest complaints b) Problem solving c) Teamwork d) All of these
36. Proper communication reduces: a) Errors b) Clarity c) Understanding d) Feedback
37. Speaking clearly helps in: a) Misunderstanding b) Effective communication c) Noise d) Delay
38. Feedback can be: a) Positive b) Negative c) Both a & b d) Noise
39. Visual communication includes: a) Charts b) Gestures c) Telephone d) Letters
40. Confidence in communication comes from: a) Practice b) Silence c) Noise d) Fear
41. Telephone should be answered with: a) Anger b) Silence c) Greeting d) Delay
42. Communication in hotel should be: a) Fast only b) Clear and polite c) Loud d) Technical
43. Listening without interrupting shows: a) Respect b) Noise c) Fear d) Anger
44. Message clarity depends on: a) Language b) Noise c) Channel d) Silence
45. Poor communication leads to: a) Satisfaction b) Conflict c) Cooperation d) Growth
46. Communication skill is important for: a) Guests only b) Staff only c) Everyone d) Managers only
47. Sign boards in hotel are example of: a) Verbal b) Written c) Visual d) Non-verbal
48. Communication is complete when: a) Message is sent b) Message is received c) Feedback is received d) Noise occurs
49. Politeness in communication builds: a) Trust b) Anger c) Fear d) Confusion
50. Main purpose of communication is: a) Talking b) Understanding c) Writing d) Noise