

**SECOND SEMESTER**  
**TRAVEL AND TOURISM / HOTEL**  
**MANAGEMENT AND CATERING TECHNOLOGY**  
**SCHEME JULY 2011**  
**FUNCTIONAL COMMUNICATION - I**

*Time : Three Hours*

*Maximum Marks : 50*

*Note :* All questions are compulsory.

1. Introduce yourself. What is your aim in life? 10
2. Present your views on "Tourism Industry" or "Hotel Industry". 10
3. Read the following passage : 10

Customer service is the backbone of any industry - especially the service industry. Good customer service saves time. It also promotes team work. Employees providing good customer service are appreciated both by the customers and the organisation.

(2)

4. Fill in the blanks using suitable prepositions and determiners. 2 each

- i) The train arrives \_\_\_\_\_ 5 am.
- ii) We will meet him \_\_\_\_\_ Monday.
- iii) He is \_\_\_\_\_ tall man.
- iv) Please listen \_\_\_\_\_ me carefully.
- v) I want \_\_\_\_\_ more water.

5. Do as directed : 2 each

- i) State the difference between 'tariff' and 'fare'.
- ii) Define 'check in' and 'check out'.
- iii) What is the synonym of 'arrive'?
- iv) What is the antonym of 'arrive'?
- v) State the difference between 'their' and 'there'.

