

# GUJARAT TECHNOLOGICAL UNIVERSITY

## Diploma in Hotel Management & Catering Technology

### Second Year (DHMCT)

**Subject Name** Business English Communication-II

Sr. No.	Course content
1.	<b>COMMUNICATION SKILLS:</b> 1.1 Introduction & Importance of communication 1.2 Types of communication. (verbal – non verbal) 1.3 Listening skill 1.4 Writing skill 1.5 Speaking & presenting skill 1.6 Developing effective communication a. Process b. Barriers & solutions c. Advantages
2.	<b>BODY LANGUAGE:</b> 2.1 Introduction to body language. 2.2 Importance.. 2.3 Personality development 1. Posture. 2. Gesture. 3. etiquette & Manners 4. Personal Hygiene. 2.4 Advantages & Disadvantages
3.	<b>INTERVIEW:</b> 3.1 Introduction & Importance. 3.2 Types of Interview (formal – informal) & Stages of interview. 3.3 Tips for better Interview.
4.	<b>DISCIPLINE:</b> 4.1 Introduction & Importance of Discipline 4.2 Disciplinary problems (causes & solutions). 4.3 Advantages & Disadvantages. 4.4 Self discipline 4.5 Progressive discipline programs.
5.	<b>LABORATORY EXPERIMENTS:</b> 1. Practice of letter writing 2. Practice of speech improvement. 3. Practice of listening English conversation.  4. Practice of speaking with classmates.

	5. Practice of reading English newspaper loudly. 6. Group discussion. 7. Mock interview. 8. Practice of introduction oneself. 9. Preparing and giving speech. 10. How to give Introduction of Other person 11. Practice of public speaking.
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### **Reference Books:**

1. English Grammar & Compositions Wren & Martin
2. Common Errors of Indian Students Oxford University press
3. Hotel Arther Helly
4. Dictionary with Illustration and Pronouncing Oxford press
5. Methods of Communication Bhatnagar, P Rajat publications New Delhi
6. Business Communication Bhatnagar, P Rajat publications New Delhi
7. Verbal and Non-Verbal Communication Bhatnagar, P P Rajat publications New Delhi