

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/MDM234/2025/BHMCT_SEM3

SYBHMCT (BHMCT_SEM3) Examination, 2025

MDM234 - ENGLISH LANGUAGE I

(~~2023~~ 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- | | |
|---------------------|-------|
| A) Voice Modulation | [1] |
| B) Public Speaking | [1] |
| C) Caramelize | [1] |
| D) Serviette | [1] |
| E) Anecdotes | [1] |

Q2. Mention the techniques one can utilise to capture and maintain audience interest. [5]

Q3. List and explain the cultural nuances one should apply when interacting with guests. [5]

Q4. List down any five standard phrases used in Front Office. [5]

Q5. What are the main types of non-verbal communication? Give hospitality-based examples. [5]

Q6. Define Digital Communication Etiquette and list its key principles and examples. [5]

Q7. Explain any five important telephone etiquettes that should be followed by a hospitality professional. [5]
