

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/MDM234/2026/BHMCT_SEM3

SYBHMCT (BHMCT_SEM3) Examination, 2026

MDM234 - ENGLISH LANGUAGE I

(Rev. 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) Cross-Cultural Communication [1]
- B) Room Status [1]
- C) Audience engagement [1]
- D) Digital etiquette [1]
- E) Non verbal communication [1]

Q2. Describe the role of online customer service practices in modern hospitality. [5]

Q3. What is the importance of active listening for hotel staff? Justify with the help of examples. [5]

Q4. Write down standard phrases used while doing the guest room change procedure. [5]

Q5. Discuss in detail how English contributes to career development in the hospitality industry. [5]

Q6. Your friend is participating in a Debate competition. What advise would you give him to overcome his fear of Public Speaking? [5]

Q7. Explain the following terms. [5]
i. Blanching ii. Silver service iii. Julienne iv. Marination v. Rooming
