

MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination--July, 2020

CERTIFICATE COURSE IN HOSPITALITY

[**Ἐφ**—3 ἰἑῶἔ]

(BEÚHÉ ~~MÖÉ~~—100)

$$\frac{E_0 + E_1 \rho + E_2 \rho^2 + E_3 \rho^3 + E_4 \rho^4 + E_5 \rho^5 + E_6 \rho^6 + E_7 \rho^7 + E_8 \rho^8 + E_9 \rho^9}{(1 - \rho)^2} = \frac{E_0 + E_1 \rho + E_2 \rho^2 + E_3 \rho^3 + E_4 \rho^4 + E_5 \rho^5 + E_6 \rho^6 + E_7 \rho^7 + E_8 \rho^8 + E_9 \rho^9}{(1 - \rho)^2}$$

1. $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} : -$ 60

$$J(E) = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$$

$$(+)$$
 $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$

$$(E)$$
 $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$

$$(b)$$
 $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$
2. $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} : -$ 20

$$(+)$$
 $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$

$$(E)$$
 $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} = \{E \in \mathcal{E} \mid \exists E' \in \mathcal{E} \text{ s.t. } E \cap E' \neq \emptyset\}$
3. $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} : -$ 10
4. $\{E \in \mathcal{E} \mid E \cap \mathcal{E} \neq \emptyset\} : -$ 10

(ENGLISH)

[TIME ALLOWED—3 HOURS]

(MARKS—100)

**BASIC FRONT OFFICE SERVICE OPERATION AND ACCOMMODATION
OPERATION / HOUSE KEEPING (PRACTICAL-II)****Marks**

- | | |
|---|----|
| 1. Role Play. | 60 |
| From the following Role Play examinees has to perform any two Role Play. | |
| (a) Answering and making telecalls, Transferring calls, Holding calls, Taking messages and Distributing messages. | |
| (b) Welcoming Groups. | |
| (c) Procedures for handling lost property. | |
| (d) Check out procedure. | |
| 2. Please prepare the format of any <i>one</i> :— | 20 |
| (a) Arrivals list. | |
| (b) Departure list. | |
| 3. Viva. | 10 |
| 4. Term Work. | 10 |
-