

MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination--July, 2020

CERTIFICATE COURSE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

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(BEÚÉ MÖÉ—100)

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(ENGLISH)

[TIME ALLOWED —3 HOURS]

(MARKS — 100)

COMMUNICATION SKILL (PRACTICAL-I)

Marks

- | | |
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| 1. Role Play :— | 60 |
| A group of 4-5 examinees to do a group discussion on following theme :-- | |
| (a) Give the interview for the post of Receptionist. | |
| (b) Briefing your subordinates about VVIP arrival in your Hotel. | |
| (c) Welcoming the Guests and giving information about Services provided by your Hotel. | |
| 2. Write the answer of any <i>one</i> :— | 20 |
| (a) Write your Adhar Card details in French. | |
| (b) Write the Months and days of the week into French. | |
| (c) Write an application to H. R. Manager of a five star hotel for a job of captain in F and B Service, published in Hindustan Times on dated 1st May 2020 with an attached C.V. | |
| 3. Oral. | 10 |
| 4. Term work. | 10 |