

(CCHHK01)

CERTIFICATE COURSE DEGREE EXAMINATION, JUNE/JULY 2025.

First Year

Hotel and Hospital House Keeping

HOTEL HOUSE KEEPING

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Give an organisational structure of house keeping department in a large hotel.
 2. What are the duties and responsibilities of house-keeping personnel?
 3. What are the resorts maintained by house keeping department?
 4. Examine the need for coordination between house-keeping department with other departments in a hotel.
 5. Outline the factors which are influencing the selection of cleaning equipment.
 6. What are the problems involved in maintenance of cleaning equipment?
 7. What precautions are required while servicing of Guest rooms?
 8. Elucidate about standard contents of a Guest room.
 9. What are the problems involved in cleaning of floors?
 10. Outline the need and importance of cleaning of public areas.
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First Year

Hotel and Hospital House Keeping

COMMUNICATION THEORY

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Discuss the nature, scope and importance of communication.
2. Explain about different forms of communication.
3. What are the techniques available for effective speech?
4. Examine the procedure involved in conducting conference.
5. "Dialogue writing is an Art". Discuss.
6. What precautions are required while making sentences?
7. Suggest measures to make written communication more effective.
8. What are the Do's and Dont's in resume writing?
9. Give a structure of a business letter.
10. Write briefly about various fundamentals of communication.
