

ASSIGNMENT-1
CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2020
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Hotel House Keeping
Maximum : 30 MARKS
Answer ALL Questions

- Q1)* Explain various surface cleanings with the help of examples.
- Q2)* Define communication and its process.
- Q3)* When does the house keeping personnel feel responsible to provide training and also discuss the areas to be trained?
- Q4)* Explain the concept of turn down services.
- Q5)* What are the standard contents of guests rooms?

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ASSIGNMENT-2
CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2020
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Hotel House Keeping
Maximum : 30 MARKS
Answer ALL Questions

- Q1)* Bring and the suggestions to clean the laminated surface.
- Q2)* Define co-ordination and discuss the concept of co-ordination in a Hotel.
- Q3)* Describe the reports maintained by house keeping department.
- Q4)* Describe the cleaning of food service and employee areas.
- Q5)* Explain the relationship between house keeping and front office.



CCHHK02

ASSIGNMENT-1
CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2020
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Communication Theory
Maximum : 30 MARKS
Answer ALL Questions

- Q1)* Discuss the significance of communication.
- Q2)* Explain the features of different forms of communication.
- Q3)* What is comprehension? Explain with examples.
- Q4)* Define 'sentence'. What is its importance in communication.
- Q5)* Explain about dialogue writing.

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ASSIGNMENT-2
CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2020
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Communication Theory
Maximum : 30 MARKS
Answer ALL Questions

- Q1)* What are the techniques of effective speech?
- Q2)* Write about the importance of resume writing.
- Q3)* Explain about the steps involved in preparing letters.
- Q4)* What are the precautions to be taken for completing the dialogue writing?
- Q5)* What is the purpose of conducting seminars?