

CERTIFICATE DEGREE EXAMINATION, OCTOBER/NOVEMBER 2024.

Hotel and Hospital Management

HOTEL HOUSE KEEPING

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Discuss the role and importance of House Keeping Department.
 2. What are the different types of Guest Rooms?
 3. Evaluate the importance of Inter Departmental Coordination in a Hotel.
 4. Define 'Communication'. Discuss the need and importance of communication.
 5. Explain about the electrical equipment used for cleaning in a Hotel.
 6. What are the factors which are influencing the selection of cleaning agents?
 7. What is the procedure involved in servicing of Departure Rooms?
 8. Briefly write about various standard cleaning methods in a Hotel.
 9. What precautions are required while cleaning laminated surfaces?
 10. "Cleaning of food service areas is a big problem." Discuss.
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Hotel and Hospital Management

COMMUNICATION THEORY

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Discuss the importance of communication in Hotels.
 2. What are the various forms of communication?
 3. Outline the purposes of conducting meetings.
 4. How do you make speech more effective? Explain.
 5. Outline the problems involved in Dialogue Writing.
 6. What precautions are required while making Dialogue?
 7. Define 'Sentence'. What procedure is involved in making sentences?
 8. Explain about the issues involved in combination of sentences.
 9. "Letter writing is an Art." Discuss.
 10. What factors are responsible to promote Written Communication?
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