

(CCHHK01)

Total No. of Questions : 10]

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CERTIFICATE COURSE DEGREE EXAMINATION,

DECEMBER – 2018

HOTEL & HOSPITAL HOUSE KEEPING

Hotel House Keeping

Time : 3 Hours

Maximum Marks :70

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Answer any five questions.

All questions carry equal marks.

- Q1) Explain the duties and responsibilities of house keeping personnel.
- Q2) Explain classification of hotels.
- Q3) Discuss the relationship between the housekeeping with guests.
- Q4) Discuss different types of guests rooms.
- Q5) What is the use of cleaning agents?
- Q6) What is chemical make up? Explain chemical makeup of cleaning agents.
- Q7) Explain manual procedure of standard cleaning methods.
- Q8) Write a note on servicing of departure rooms.
- Q9) Explain cleaning of elevators and restaurants.
- Q10) Explain the cleaning of food service areas and employee areas.

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(CCHHK02)

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CERTIFICATE COURSE DEGREE EXAMINATION,

DECEMBER – 2018

HOTEL & HOSPITAL HOUSE KEEPING

Communication Theory (Paper – II)

Time : 3 Hours

Maximum Marks :70

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Answer any five questions.

All questions carry equal marks.

- Q1) Explain forms of communication.
- Q2) Explain nature and scope of communication.
- Q3) What is a seminar? Explain the dos and dont's while conducting or giving a seminar.
- Q4) What is the procedure to conduct a seminar?
- Q5) Explain elements of communication.
- Q6) What are the factors that effect the communication process?
- Q7) Write a note on combination of sentences.
- Q8) Write a note on essay writing.
- Q9) Explain about oral communication.
- Q10) What are points you should remember while writing a paragraph?

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