

(CCHHK 01)

CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING
EXAMINATION,
DECEMBER 2019.

First Year

Paper I — HOTEL HOUSE KEEPING

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the principles that should be followed in the location and layout of house keeping department.
 2. What are the duties and responsibilities of house keeping personnel?
 3. Discuss the relationship between house keeping department and travel desk department.
 4. Give an account of the resorts maintained by house keeping department.
 5. State the considerations in the selection of mechanical cleaning equipment.
 6. Explain the use and storage of cleaning agents in hotels.
 7. Bring out the activities involved in daily, periodical and spring cleaning.
 8. Elucidate the standard contents of a guest room in a hotel.
 9. Enumerate the cleaning of restaurants and lobbies.
 10. How are floors, walls and laminated surfaces cleaned?
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(CCHHK 02)

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Paper II — COMMUNICATION THEORY

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Explain the nature and significance of communication.
 2. State different forms of communication and their features.
 3. What are the essentials of effective speech?
 4. Elucidate the procedure followed while conducting seminars and meetings.
 5. Enumerate the dos and donts in writing a resume.
 6. Describe the structure of a letter.
 7. Define sentence. Explain the stages involved in comprehension.
 8. Examine the process of communication.
 9. Write a note on preparing dialogue.
 10. Write short notes on :
 - (a) Essay writing
 - (b) Sentence making
 - (c) Oral communication.
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