

**(CCHHK01)**

**ASSIGNMENT - 1**

CERTIFICATE COURSE EXAMINATION, MARCH 2023.

First Year

Hotel and Hospital House Keeping

Paper – I – HOTEL HOUSE KEEPING

**MAXIMUM : 30 MARKS**

**ANSWER ALL QUESTIONS**

1. What is meant by House keeping? Discuss briefly the role and importance of House keeping in accommodation operations.
2. Define 'Hotel'. Give a classification of hotels.
3. Examine the need and importance of House keeping with other departments in a hotel.
4. Describe the importance of communication in hotel.
5. What are the problems involved in maintaining, cleaning equipment?

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**ASSIGNMENT – 2**

**CERTIFICATE COURSE EXAMINATION, MARCH 2023.**

**First Year**

**Hotel and Hospital House Keeping**

**Paper – I – HOTEL HOUSE KEEPING**

**MAXIMUM : 30 MARKS**

**ANSWER ALL QUESTIONS**

1. Write briefly about cleaning agents in a hotel.
  2. What precautions are required while servicing of guest rooms?
  3. What are the standard contents of a Guest Room?
  4. Outline the need and importance of cleaning public areas.
  5. What precautions are required while cleaning service areas?
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First Year

Hotel and Hospital House Keeping

Paper II – COMMUNICATION THEORY

**MAXIMUM : 30 MARKS**

**ANSWER ALL QUESTIONS**

1. What is meant by Communication? Discuss its importance.
2. Outline briefly about different forms of communication.
3. What is the procedure involved in Conducting a Meeting?
4. Outline the different techniques of effective speech.
5. What measures are required to make Dialogue Writing more effective?

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**ASSIGNMENT – 2**

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First Year

Hotel and Hospital House Keeping

Paper II – COMMUNICATION THEORY

**MAXIMUM : 30 MARKS**

**ANSWER ALL QUESTIONS**

1. “Dialogue writing is a difficult task”. Discuss.
  2. What do you understand by comprehensive? What are its characteristics?
  3. “Sentence Construction is an Art”. Discuss.
  4. What precautions are required to make Essay Writing more effective?
  5. What are the Do’s and Dont’s in Writing Resume?
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