

**(CCHHK 01)**

CERTIFICATE COURSE EXAMINATION, NOVEMBER 2021.

First Year

Hotel and Hospital House Keeping

**HOTEL HOUSE KEEPING**

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

1. Explain the concept of layout and its essential features in the hotel industry.
  2. Discuss the classification of hotels with the help of examples.
  3. Give an overview on resorts maintained by house keeping department.
  4. Illustrate the relationship between inter and intra departments.
  5. Write a note on chemical agents.
  6. Explain the classification, use and storage of cleaning equipment.
  7. What are training methods and is cleaning the equipments?
  8. Explain the concept of maintaining manual procedures.
  9. Explain and list out the standard contents of a guest room.
  10. Explain the procedure for cleaning of various surfaces and metals in restaurants.
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**(CCHHK 02)**

CERTIFICATE COURSE EXAMINATION,  
NOVEMBER 2021.

Hotel and Hospital House Keeping

First Year

COMMUNICATION THEORY

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Define Communication. Explain the process of Human Communication.
  2. How can Non-Verbal Communication skills are improved? Explain.
  3. Differentiate between seminar and conference.
  4. Explain the techniques of effective speech.
  5. Discuss the procedure for writing dialogue.
  6. Explain how do you Punctuate dialogue.
  7. Define sentence. Explain different types of sentences.
  8. Explain the important features of comprehension in detail.
  9. Explain the structure of a letter of your choice.
  10. Give an example on writing a resume by Highlighting do's and Dont's.
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