

**(CCHHK01)**

**Total No. of Questions : 10]**

**[Total No. of Pages : 01**

**CERTIFICATE COURSE DEGREE EXAMINATION, MAY - 2017**

**(Paper – I)**

**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 duties and responsibilities of house keeping personnel.
- Q2)** Explain the classification of hotels and guest rooms.
- Q3)** Explain the importance of communication.
- Q4)** Explain relationship between house keeping departments with other departments.
- Q5)** Explain the process of selection of chemical agents.
- Q6)** What are various equipment used in cleaning?
- Q7)** What are the standard contents of a guest room?
- Q8)** What are the various standard cleaning methods?
- Q9)** Explain briefly about cleaning of various surfaces and metals.
- Q10)** Give the job description of executive house keeper.



**(CCHHK02)**

Total No. of Questions : 10]

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**CERTIFICATE COURSE DEGREE EXAMINATION, MAY - 2017**

**HOTEL & HOSPITAL HOUSE KEEPING**

**(Paper-II) : Communication Theory**

**Time : 3 Hours**

**Maximum Marks : 70**

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*Answer any Five questions*

*All questions carry equal marks*

- Q1)** Explain various forms of communication.
- Q2)** Briefly write about the purpose of conducting seminars.
- Q3)** Explain the nature, scope and importance of communication.
- Q4)** Explain the techniques of effective speech.
- Q5)** Explain the procedure of dialogue writing.
- Q6)** Explain how to combine sentences.
- Q7)** Discuss about structure of a business letter.
- Q8)** Explain the process of resume writing.
- Q9)** What are the principles to be followed while writing essay?
- Q10)** Define sentence. How to make a sentence?

