

(CCHHK01)

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CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2018

HOTEL & HOSPITAL HOUSE KEEPING

Hotel House Keeping (Paper – I)

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** Explain the responsibilities of areas of housekeeping.
- Q2)** Discuss types of beds.
- Q3)** Explain inter – departmental coordination and its importance.
- Q4)** What is communication? Explain the importance of communication.
- Q5)** What are the commonly used equipment in cleaning.
- Q6)** Explain the classification of cleaning agents.
- Q7)** Write a note on servicing of guests rooms.
- Q8)** Explain about cleaning routine with examples.
- Q9)** Discuss cleaning of public areas and lobbies.
- Q10)** Explain standard cleaning methods.



(CCHHK02)

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CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2018

HOTEL & HOSPITAL HOUSE KEEPING

Communication Theory (Paper – II)

Time : 3 Hours

Maximum Marks :70

Answer any five questions.

All questions carry equal marks.

- Q1)** What are the fundamentals of communication?
- Q2)** Discuss the importance and process of communication.
- Q3)** Explain for what purpose the meetings are conducted in hotels.
- Q4)** What are the do's and don'ts while you are giving a speech?
- Q5)** Explain how to make a dialogue and what are the steps involved in making of dialogue.
- Q6)** Define sentence. What are the steps in making a sentence?
- Q7)** Explain verbal and non-verbal communication.
- Q8)** Write a note on comprehension.
- Q9)** What is a letter? Explain different forms of letters.
- Q10)** Explain how to cultivate a written communication.

