

Total No. of Questions : 10]

CCHHK01

**CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2019
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Hotel House Keeping**

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Explain various surface cleanings with the help of examples.
- Q2)** Define communication and its process.
- Q3)** When does the house keeping personnel feel responsible to provide training and also discuss the areas to be trained?
- Q4)** Explain the concept of turn down services.
- Q5)** What are the standard contents of guests rooms?
- Q6)** Bring and the suggestions to clean the laminated surface.
- Q7)** Define co-ordination and discuss the concept of co-ordination in a Hotel.
- Q8)** Describe the reports maintained by house keeping department.
- Q9)** Describe the cleaning of food service and employee areas.
- Q10)** Explain the relationship between house keeping and front office.



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CCHHK02

**CERTIFICATE COURSE DEGREE
EXAMINATION, JUNE/JULY - 2019
(First Year)
HOTEL & HOSPITAL HOUSE KEEPING
Communication Theory**

Time : 3 Hours

Maximum Marks : 70

Answer any five questions
All questions carry equal marks

- Q1)** Discuss the significance of communication.
- Q2)** Explain the features of different forms of communication.
- Q3)** What is comprehension? Explain with examples.
- Q4)** Define 'sentence'. What is its importance in communication.
- Q5)** Explain about dialogue writing.
- Q6)** What are the techniques of effective speech?
- Q7)** Write about the importance of resume writing.
- Q8)** Explain about the steps involved in preparing letters.
- Q9)** What are the precautions to be taken for completing the dialogue writing?
- Q10)** What is the purpose of conducting seminars?