

**CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING
EXAMINATION, DEC. - 2012**

Paper - I : HOTEL HOUSE KEEPING

Time : 03 Hours

Maximum Marks : 80

*Answer any **Five** questions.*

All questions carry equal marks.

- 1) Briefly examine the organisational structure of house keeping department in a large and medium hotels.
 - 2) Explain the significance of communication in house keeping.
 - 3) Briefly write about classification of Hotels.
 - 4) List out various reports maintained by House keeping department.
 - 5) Explain in detail the procedure for servicing of vacant rooms.
 - 6) Briefly write about cleaning equipment in a large hotel.
 - 7) How do you clean floors, walls and laminated surfaces?
 - 8) Discuss in detail about frequency of change in standard contents of a guest room.
 - 9) Describe the process of selection of cleaning agents.
 - 10) Explain the relationship of housekeeping department with guests and other departments.
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Paper - II : COMMUNICATION THEORY

Time : 03 Hours

Maximum Marks : 80

*Answer any **Five** questions.*

All questions carry equal marks.

- 1) Define communication. Discuss various forms of communication.
 - 2) What are the different techniques of effective speech?
 - 3) State the essential requisites of a comprehension.
 - 4) Discuss various rules to be followed in Essay Writing.
 - 5) What is Resume? Explain the Do's and Dont's in writing a resume.
 - 6) Discuss the nature, scope and importance of communication.
 - 7) What is Seminar? How it differs from meeting?
 - 8) Explain the procedure for making and completion of an effective dialogue writing.
 - 9) Discuss about suitable style of written English for letter writing.
 - 10) Explain in detail about process of communication and the factors effecting communication.
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