

(CCHHK01)

CERTIFICATE COURSE DEGREE EXAMINATION, FEBRUARY 2024.

Hotel and Hospital House Keeping

HOTEL HOUSE KEEPING

Time : Three hours

Maximum : 70 marks

Answer any FIVE question.

All questions carry equal marks.

1. Explain the role and importance of house keeping in accommodation operations.
 2. Explain the classification of hotels in detail.
 3. Write in detail about departmental coordination and its importance.
 4. Give an overview on resorts maintained by house keeping department.
 5. Write about commonly used equipment in cleaning.
 6. Explain the selection and classification of cleaning agents in hotels.
 7. Give an overview on standard cleaning methods in hotels.
 8. Write a note on servicing of guest rooms.
 9. Enumerate the cleaning of food service areas and employee areas.
 10. Write about cleaning of floor and laminated surfaces in detail.
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(CCHHK02)

CERTIFICATE COURSE DEGREE EXAMINATION, FEBRUARY 2024.

Hotel And Hospital House Keeping

COMMUNICATION THEORY

Time : Three hours

Maximum : 70 marks

Answer any FIVE questions.

All questions carry equal marks.

1. Define communication. Explain the process of communication in detail.
 2. Explain the procedure for conducting seminar in detail.
 3. Explain the techniques of effective speech.
 4. Explain the process of dialogue writing with an example.
 5. Define sentence. Explain the stages involved in comprehension.
 6. Describe the do's and don'ts in writing a letter.
 7. Explain the structure of a letter of your choice.
 8. Examine the factors that effects the communication process.
 9. Explain the preparation and completion of dialogue writing.
 10. Write short notes on:
 - (a) Paragraph writing.
 - (b) Meeting.
 - (c) Written communication.
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