

ASSIGNMENT – 1
DIPLOMA / CERTIFICATE EXAMINATION, FEB-2024.
CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING

Paper - I : HOTEL HOUSE KEEPING

Maximum : 30 MARKS

Answer ALL questions.

All questions carry equal marks.

- 1)** State the organizational structure of house keeping dept.
 - 2)** Classify hotels and guest rooms.
 - 3)** Explain the importance of inter-departmental in hotels.
 - 4)** Describe the relationship between house keeping and guests.
 - 5)** Discuss the selection and storage of cleaning equipment.
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ASSIGNMENT – 2
DIPLOMA / CERTIFICATE EXAMINATION, FEB-2024.
CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING

Paper - I : HOTEL HOUSE KEEPING

Maximum : 30 MARKS

Answer ALL questions.

All questions carry equal marks.

- 1)** What are the uses of cleaning agents?
 - 2)** Describe the merits of spring cleaning.
 - 3)** Explain the standard contents of a guest room.
 - 4)** Describe the cleaning of lobbies and elevators.
 - 5)** Give an account of cleaning of walls and floors.
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ASSIGNMENT – 1
DIPLOMA / CERTIFICATE EXAMINATION, FEB-2024.
CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING
Paper - II : COMMUNICATION THEORY

Maximum : 30 MARKS

Answer ALL questions.

All questions carry equal marks.

- 1)** How are meetings organized?
 - 2)** State the techniques employed for effective speech.
 - 3)** Describe the process of completing dialogue.
 - 4)** How do you make complete sentence?
 - 5)** Explain the style used in writing letter in English.
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ASSIGNMENT – 2
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CERTIFICATE COURSE IN HOTEL AND HOSPITAL HOUSE KEEPING
Paper - II : COMMUNICATION THEORY

Maximum : 30 MARKS

Answer ALL questions.

All questions carry equal marks.

- 1) Describe the structure of a letter.
 - 2) Elucidate the significance of communication.
 - 3) Enumerate the steps involved in the process of communication.
 - 4) What are the fundamentals of effective communication?
 - 5) Describe making of comprehensive sentence.
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