

(CCHHK01)

ASSIGNMENT - 1

CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2019

HOTEL & HOSPITAL HOUSE KEEPING

Hotel House Keeping (Paper – I)

MAXIMUM : 30 MARKS

ANSWER ALL QUESTIONS

- 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.

(CCHHK01)

ASSIGNMENT - 2

CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2019

HOTEL & HOSPITAL HOUSE KEEPING

Hotel House Keeping (Paper – I)

MAXIMUM : 30 MARKS

ANSWER ALL QUESTIONS

- Q1)* Explain the classification of cleaning agents.
- Q2)* Write a note on servicing of guests rooms.
- Q3)* Explain about cleaning routine with examples.
- Q4)* Discuss cleaning of public areas and lobbies.
- Q5)* Explain standard cleaning methods.



(CCHHK02)

**ASSIGNMENT - 1
CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2019**

HOTEL & HOSPITAL HOUSE KEEPING

Communication Theory (Paper – II)

**MAXIMUM : 30 MARKS
ANSWER ALL QUESTIONS**

- 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.

(CCHHK02)

ASSIGNMENT - 2
CERTIFICATE COURSE DEGREE EXAMINATION, MAY – 2019

HOTEL & HOSPITAL HOUSE KEEPING

Communication Theory (Paper – II)

MAXIMUM : 30 MARKS
ANSWER ALL QUESTIONS

- Q1)* Define sentence. What are the steps in making a sentence?
- Q2)* Explain verbal and non-verbal communication.
- Q3)* Write a note on comprehension.
- Q4)* What is a letter? Explain different forms of letters.
- Q5)* Explain how to cultivate a written communication.

