

(CCHHK01)

Total No. of Questions : 10]

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CERTIFICATE COURSE DEGREE EXAMINATION, DECEMBER – 2016

HOTEL & HOSPITAL HOUSE KEEPING

Hotel House Keeping

Time : 3 Hours

Maximum Marks: 70

Answer any Five Questions.

All questions carry equal marks

- Q1)** Explain the role and importance of house keeping accommodation operations.
- Q2)** What are the areas of house keeping responsibility? Explain briefly.
- Q3)** Explain the hierarchy of house keeping.
- Q4)** Explain the relationship of house keeping with guests and other departments.
- Q5)** What is departmental coordination? Mention its importance.
- Q6)** Enumerate the duties & responsibility of house keeping personnel.
- Q7)** How does a servicing of vacant rooms take place? Explain briefly.
- Q8)** Explain the manual procedure of cleaning the guest rooms.
- Q9)** Discuss the cleaning process of laminated surface.
- Q10)** Discuss the storage facility of cleaning equipment.



(CCHHK02)

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CERTIFICATE COURSE DEGREE EXAMINATION, DECEMBER – 2016

HOTEL & HOSPITAL HOUSE KEEPING

Communication Theory (Paper – II)

Time : 3 Hours

Maximum Marks: 70

Answer any Five Questions

All questions carry equal marks

- Q1)* What is communication? Explain its nature and scope.
- Q2)* Explain different forms of communication.
- Q3)* Discuss the purpose of seminar and meeting.
- Q4)* Describe the procedure of conducting conference.
- Q5)* What is Dialogue writing? Explain the process involved in it.
- Q6)* What is sentence? Discuss about the making of sentence.
- Q7)* How is combination of sentence formed? Explain.
- Q8)* What is letter writing? Explain the types of letters.
- Q9)* Differentiate between paragraph and essay writing.
- Q10)* How to cultivate written communication? Explain.

