

LIST OF FIGURES

SR. NO.	TITLE	PAGE NO.
1.	Percentage Distribution of Respondents according to their Age	81
2.	Percentage Distribution of Respondents according to their Medium of Instruction in school	81
3.	Percentage Distribution of Respondents according to their locality	82
4.	Percentage Distribution of Respondents according to their type of family	83
5.	Percentage Distribution of The Respondents according to the Number of Family Members	83
6.	Percentage Distribution of Respondents according to their monthly family income (in Rupees)	84
7.	Percentage Distribution of Respondents according to family member working in the Hospitality field	85
8.	Extent of Knowledge of the respondents regarding personal grooming and hygiene	89
9.	Extent of Knowledge of the respondents regarding Communication Skills and Telephone Etiquette	92
10.	Extent of Knowledge of the respondents regarding Guest cycle	94
11.	Extent of Knowledge of the respondents regarding Payment methods and Settlement of Bill	96
12.	Extent of Knowledge of the respondents regarding Front Desk Operations	97
13.	Extent of Knowledge of the respondents regarding Cleaning of different areas and cleaning agents	100
14.	Extent of Knowledge of the respondents regarding Flower Arrangement and Decoration	102
15.	Extent of Knowledge Regarding Bed making	103
16.	Extent of Knowledge of the respondents regarding linen and laundry	105
17.	Extent of Knowledge of the respondents regarding Managing registers	107
18.	Extent of Knowledge of the respondents regarding Housekeeping trolley	108
19.	Extent of Knowledge of the respondents regarding Housekeeping Department	109
20.	Extent of Knowledge of the respondents regarding Food serving	112
21.	Extent of Knowledge of the respondents regarding Order taking and Bill presentation	113
22.	Extent of Knowledge of the respondents regarding cleaning equipment and work areas	115
23.	Extent of knowledge of the respondents regarding Food &	116

	Beverage Department	
24.	Extent of knowledge of the respondents regarding safety measures	118