QP CODE: 22102537

22102537

Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, JUNE 2022

Second Semester

B.VOC TOURISM AND HOSPITALITY MANAGEMENT

THM2ST05 - MEET AND GREET SERVICE

2019 Admission Onwards

A904F12E

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What do you mean by ethics in tourism ?
2. Who is a Domestic tourist ?
3. Who is an Excursionist?
4. Who is a tourist ?
5. What are the two types of luggage classifications considered while travelling via air ?
6. What do you mean by meal plan ?
7. Why is emergency contact number important ?
8. What do mean by guest queries?
9. What are the different levels of management?
10. Mention ant two points that has to be considered while dressing professionally.
11. What do you mean by extra bed service provided in a hotel?
12. Which hand gesture is considered to be disrespecting in Indian culture?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Explain the different modes of booking a flight ticket ?

14. What are the pre requirements for itinerary preparation ?

15. What is a passport. State the different types of passport ?

16. What are the formalities during a check-in accomodation ?

17. What do you mean by guest management ?

18. Planning and fast decision making is the key aspect for customer satisfaction. Explain ?

19. Why is patient listening considered to be a good quality of a guest management organiser ?

20. How does facial gestures affect the customer ?

21. Briefly explain the importance of effective communication skill ?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain in detail the meet and greet meathods ?

23. Write a note on reporting escalations.

24. State the methods adopted for handling situation posed by customers .

25. Elucidate the details to be incorporated in a feedback form ?

(2×15=30)