QP CODE: 24022963

24022963

Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, JUNE 2024

Second Semester

B.Voc tourism and hospitality management

THM2ST05 - MEET AND GREET SERVICE

2018 Admission Onwards

C04CE081

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What is the purpose of meet and greet?
2. How long does meet and greet last?
3. Most important document required for international travel.
4. What do you mean by inclusions in a package ?
5. What do you mean by escalation matrix?
6. Is language handling important while dealing with customers ?
7. Mention any two points that has to be taken care for customer security.
8. What do you mean acknowledging a customer complaint ?
9. What are the different levels of management?
10. What is the dress code for the meet and greet service provider?
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. Briefly explain how to build rapport with customers.

14. Explain the different modes of booking a flight ticket.

15. What are the arrangements to be taken care of while handling a pregenant women ?

16. What are the things to be taken care of while dealing with customers on arrival ?

17. What are the different types of tarnsportation ? Explain.

18. Give exmaples for customer grievences and how to handlle them .

19. The communication should be understable to the guest. Do you agree ?Explain.

20. Give a short note on different types of etiquettes.

21. Feedback form is important. Explain .

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain in detail the meet and greet meathods.

23. Briefly explain the importance of communication with customers .

24. What are the measures adopted to address customer grievences ?

25. Importace of listening to gender specific queries and complaints.

(2×15=30)