QP CODE: 21101467

Reg No : .....

Name : .....

B.Voc Degree Examinations, JUNE 2021

Second Semester

B.Voc Tourism and Hospitality Management

THM2ST05 - MEET AND GREET SERVICE

2019 Admission Onwards

E70515DD

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What is a business meet and greet?
2. What is another term for a formal meeting ?
3. What is the first step while preparing a travel plan ?
4. How can you track the arrival timing of the guest?
5. What do you mean by check-in luggage?
6. What is AP meal plan ?
7. Who is a guest?
8. What do you mean by acknowledging a customer complaint?
9. How to ensure that a corporate customer recognize you at the airport?
10. What do mean by business etiquettes?
11. Communication can be verbal and .....?
12. What is a feedback form?

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. What are the preparations required before meeting a customer?

14. Differentiate between domestic and international clients?

15. What are the things to be taken care during transportation arrangements?

16. What are the points to be kept in mind while talking to the customers?

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

18. Investigating the problem first and finding the soultion is important, why ?

19. How to work out for solutions and provide clear reasons to the customer for their satisfaction ?

20. How language plays and important role in communication ? Explain.

21. Discuss culture wise mode of greeting.

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain the role & responsibility of meet and greet service.

23. How to deal with customer emergencies? Explain in detail.

24. Give the modes to satisfy customer complaints .

25. Define and explain product and service presentation.

(2×15=30)