QP CODE: 25026419

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Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, MAY 2025

Second Semester

B.Voc Tourism and Hospitality Management

THM2ST05 - MEET AND GREET SERVICE

2018 Admission Onwards

1BD43FBC

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What you mean by tour package ?
2. What is the first step while preparing a travel plan ?
3. Expand IRCTC.
4. Three letter IATA code for Cochin International Airport ?
5. Mention two types of tour guide.
6. What is arrival terminal?
7. What do you mean by addressing to a compliant ?
8. What do mean by guest queries?
9. What do you mean apologizing for a customer complaint ?
10. What do you by professional attire?
11. How would you collect or rate the customer experience ?
12. What do you mean by verbal communication?

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. Mention the qualities of a meet and greet officer.
14. How to handle an angry customer? Explain.
15. Give a short note on travel plan.
16. How do you welcome an international customer?
17. If a mistake has happened from the travel agency side how to handle the situation? Give examples.
18. Why is it said that a customer complaint should be first analysed and then resolved, Explain?
19. What are the aspects taken care for dealing with international customers?
20. Give two examples for cultural mode of customer greetings.
21. Cost will be forgotten but the service memories remains forever. Explain.

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain in detail the meet and greet methods.
23. Discuss accomodation arrangements for arriving customers in detail.
24. What are the procedures adopted for handling customers compliants?
25. What do you mean by etiquettes and body language?

(2×15=30)