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TOURISM AND TRAVEL MANAGEMENT

Paper : TTM-SE-4024

(Guest Relation Executive)

Full Marks : 50

Time : 2 hours

*The figures in the margin indicate full marks
for the questions*

1. State whether the following statements are True or False : 1×5=5
- (a) 'A la carte' is a menu that prices each individual food item.
 - (b) Travel desk takes care of travel arrangements of guests.
 - (c) The guest relation executive maintains guest history cards.
 - (d) The revenue day for a room starts at 12 noon and ends at 12 midnight.
 - (e) Bell boy also to be called as porters.

2. Answer the following questions : $2 \times 3 = 6$

- (a) What is aggressive complaint?
- (b) Write two sources of reservation?
- (c) Write two types of global distribution system used in booking reservation.

3. Answer any *three* of the following questions :

$5 \times 3 = 15$

- (a) Write the role of guest relation manager.
- (b) Write a short note on 'cashier'.
- (c) How would you deal with a customer complaint?
- (d) Write about the skills required by a telephone operator in a hotel.
- (e) Write the duties of a hotel receptionist.

4. Answer any *three* of the following questions :

$8 \times 3 = 24$

- (a) "Front office department plays an important role in hotel." Discuss it and explain with the sections and layout.
- (b) What are amenities? Explain the importance of guest amenities and facilities.

- (c) Describe the procedure for handling customer complaints.
- (d) What does a receptionist do? Write a conversation between the receptionist and the customer.
- (e) State and explain the different procedures of hotel reservation.
