

### ASSESSMENT

Total Marks: 30

1. Give short answers for the following questions: (20)
- i. Outline the benefits of training, particularly in the context of business performance.
  - ii. How should a manager identify the training needs of the staff?
  - iii. What could be the aims of training programmes in hospitality?
  - iv. How is a training programme evaluated?
  - v. Outline the steps to conduct a training programme, which could be of maximum benefit for the hotel.

### Activity

Prepare a training session plan for six new employees, who have just joined your customer service team. Your aim is to train them in 'handling customer complaints effectively.' (10)