

### ASSESSMENT # 2

Total Marks: 30

**1. Short Questions:**

**(15)**

- i.** Briefly describe some of the main duties of the hotel receptionist.
  - ii.** What do you think might be included on a reception shift checklist?
  - iii.** 'No-one exists' - What does this mean as a hotel receptionist?
- 2.** Describe how you would handle a scenario where a distressing message needs to be passed to a guest. **(7)**
- 3.** "As a receptionist you need to act like a juggler, always keeping multiple things moving at once"  
– Discuss. **(8)**