

ASSESSMENT # 3

Total Marks: 30

1. Short Questions:

(15)

- i. What is the meaning of the 'guest journey'?
 - ii. How does the receptionist contribute to the guest journey?
 - iii. What is 'allocation crossover'?
- 2.** How would you cope in a scenario where a guest began addressing you in an offensive or derogatory manner? **(7)**
- 3.** Describe a typical guest journey from the perspective of the guest. What could have a positive or negative influence on your opinions of the hotel along the way? **(8)**