

**ASSESSMENT # 4****Total Marks: 30****1. Short Questions:****(15)**

- i.** How would you proceed if a caller wasn't happy with the room rate quoted?
  - ii.** What is meant by a 'blind transfer'?
  - iii.** Explain why every phone call is like a story.
- 2.** Describe how you would deal with an angry customer, who claims to have already called numerous times and hasn't had their issue resolved. **(7)**
- 3.** Should in-person queries/guests or telephone calls be given priority? Explain your answer. **(8)**