

ASSESSMENT # 5

Total Marks: 30

1. Short Questions:

(15)

- i.** “Every guest is your boss” - what does this mean?
 - ii.** What should you do when you encounter rude or aggressive guests?
 - iii.** How should you adjust your behaviour if your colleagues are also your friends outside work?
- 2.** “No two guests are the same” - Why is it so important to acknowledge this as a hotel receptionist?
(7)
- 3.** “Even if you do not like someone you work with, you must still acknowledge them, work with them and co-operate with them” - Discuss
(8)