

### ASSESSMENT # 6

Total Marks: 30

**1. Short Questions:**

**(15)**

- i.** Why are negotiation skills useful as a hotel receptionist?
  - ii.** Describe a scenario in which you may need to negotiate.
  - iii.** What would you do if a guest questioned the price of their stay?
- 2.** “The hotel is guaranteed revenue” - Explain what this means in relation to negotiating skills as a receptionist. **(7)**
- 3.** How do ‘needs’ and ‘wants’ affect the negotiating process for both the hotel and the prospective guest? **(8)**