

ASSESSMENT # 9

Total Marks: 30

1. Short Questions:

(15)

- i.** Why silent complainers are considered so dangerous?
 - ii.** How would you deal with an aggressive complainer confronting you in front of other guests?
 - iii.** What are the 'Three Cs' and why are they important?
- 2.** "A want is something the guest would like to have. It is not a pre-requisite requirement, nor is it necessary." - Why is this relevant in complaint handling? **(7)**
- 3.** A guest arrives who has no booking in your system but has a confirmation email stating the room is booked via a third party travel agent. You have no rooms available to provide to the guest as you are fully booked, and everyone has checked in. How would you respond to this issue? **(8)**