

ASSESSMENT # 10**Total Marks: 30****1. Short Questions:****(15)**

- i.** What should you do when a guest breaks no-smoking policies in their room?
 - ii.** What should the receptionist do if a guest arrives and their booking is not in the hotel's system?
 - iii.** How would you deal with a scenario where a guest began screaming at you?
- 2.** Briefly describe the responsibilities of the front desk operator in the event of a fire, or a similar emergency within the hotel. **(7)**
- 3.** "The front office manager wishing to take active precautions to make certain of guest safety has to develop a simple fire safety plan" - What might this plan include? **(8)**