

Sample QB- Customer Service Executive (Meet and Greet) (Theory)

| S.no | Question | Option 1 | Option 2 | Option 3 | Option 4 | Answer |
|------|---|--|--|---|---|--------|
| 1 | A hotel employee who handle tour reservation,hotel booking etc is: | Housekeeper | Chef | Meet & greet officer | Concierge | 3 |
| 2 | What is the job of meet and greet officer? | Carry documents for handeling over to customer | Carry placard with correct name of customer and contact details. | Check with hotel/place of accommodation and reconfirm booking | All of the Above. | 4 |
| 3 | Why checklists is necessary? | To perform duties in better way | For self assesment | Both A and B | None of the above | 3 |
| 4 | What is the main aspect keeping in mind at the time to meet the customer? | Meet and greet the customer in a professional manner , good verbal communication, and create a good first impression. | Meet and greet the customer at the prearranged time and location in unorganised manner | Do not ask the customer for anything | Do not maintain confidentiality about the organization and customer | 1 |
| 5 | Which is the appropriate way to greet customer? | "Good morning/noon/afternoon/evening/night", "How may I help you", "Please" | "Welcome", "cool"."How are you man" | "Hey", "How are you buddy", "Cool" | "Hello", "Hi", "How are you" | 1 |
| 6 | Why customer feedback is shared with other? | Spot customer service problem,identify potential problems before they happen and identify problems with systems and procedures before they beginto affect your customers | Share feedback with others to make fun with customers | Hide out problems and do not alert the appropriate authority | To complicated the customer's problem | 1 |

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| 7 | What is the best way to resolve a customer service problem? | Work with others to identify and confirm the option to resolve a customer service problem | Identify for the customer others ways that problems may be resolved if one is unable to help | Work with others and your customers to make sure that any promises related to solving the problem are kept | All of the Above. | 4 |
| 8 | Who gives the job order and instruction to meet and greet officer ? | Reporting supervisor | Customer | Driver | Tourist Guide | 1 |
| 9 | How should you behave with colleagues ? | Highlight the errors of colleagues | Maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues | Identify the potential and existing conflicts with the colleagues and do not resolve | None of these | 2 |
| 10 | How should communicate with the customers ? | Communicate with the Customers in a rude, unprofessional and unfriendly manner. | Communicate with the customers in a polite, professional and friendly manner. | Do not brief the customers clearly | Do not ask any question to the customers | 2 |

Sample QB: Customer Service Executive (Meet and Greet) (Viva)

| S.no | Viva Question | Answer |
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| 1 | Describe some essential Knowledge required for meet and greet officers ? | <ol style="list-style-type: none"> 1. Workplace and servicing procedures and policies for meeting and greeting customers. 2. Different types of accommodation available 3. Local maps and routes, 4. Major airlines, trains, national bus/coach operating companies. 5. Types of modes of travel available. 6. Permits and checks are required for the customer |
| 2 | Describe the best way to greet a customer? | <ol style="list-style-type: none"> 1. Show that you recognize them. 2. Ask if they've been in before. 3. Ask about the weather. 4. Compliment appropriately. 5. Use a conversation piece. |
| 3 | Explain some of the performance criteria to meet and greet job role? | <ol style="list-style-type: none"> 1. Check assigned duties as per duty roster 2. Check for any special requests or requirements on arrival. 3. Check with travel agency/driver and ensure that vehicle is arriving as per schedule 4. Check with hotel/place of accommodation and reconfirm bookings 5. carry placard with correct name of customer and contact details |
| 4 | Excellent customer service should always be a priority, describe some tips on how to handle customer complaints? | <ol style="list-style-type: none"> 1. Stay calm when handling a customer complaint. 2. Active listening techniques can, and should, be used with your customers all the time. 3. Remain kind and understanding. 4. Acknowledge the problem 5. Apologize and Thank Them |

Sample QB-Customer Service Executive (Meet and Greet) (Practical)

| S.no | Practical Scenario | Rubrics |
|------|--|--|
| 1 | Demonstrate the process of meet and greet with the customer? | <ol style="list-style-type: none"><li data-bbox="737 329 1476 431">1. Meet and greet the customer in a professional manner at the pre-arranged time and location.<li data-bbox="737 431 1476 540">2. Acknowledge customers and greet promptly in accordance with company policies<li data-bbox="737 540 1476 602">3. Use good verbal communications skills with customers<li data-bbox="737 602 1476 664">4. Establish customers' needs and wants quickly and sensitively<li data-bbox="737 664 1476 758">5. ask the customer of any specific requirement in line with organization's procedures |