DEPT. OF TRAVEL & TOURISM KKTM GOVT COLLEGE, PULLUT

Add-on course - MEET & GREET OFFICER

last date 02/11/2021

free registration

E-certificate on successful completion

offline &online mode

DEPT. OF TRAVEL& TOURISM ADD ON COURSE - MEET & GREET OFFICER

TIME SCHEDULE

- Date of Commencement of Add-on course: 03.11.2021
- Mode of course: Blended (online +offline)
- Time: Monday, Wednesday, Friday (3.40-4.30pm- student paced learning)
- Course end date: 28.01.2022

DEPT. OF TRAVEL& TOURISM ADD ON COURSE - MEET & GREET OFFICER

No. of credits: ; No of contact hours: 30 (3 hours per week - Mon, Wed, Fri)

Outcome :

- Develop professional skills and competence to deliver greeting services to the customers/guests.
- Offer meet and greet services to the customers/ guests; Perform the best practices of tourism and hospitality services to the guests.
- Handling guest queries and customer complaints.

Contents

Unit 1-3 hours

Role & responsibility of Meet and Greet Officer, Planning & preparation for meeting customers – rechecking the preparations.

Unit 2-7 hours

Meet & Greet methods, developing rapport with customers, reporting escalations – communication with travel agency – Preparation of travel plan _documents provided to customers

Unit 3-10 hours

Dealing with customers on arrival and departure points_check –in and out of customers_ensure travel terminal procedure_hand over the required documentprompt response to customer emergencies and requirements _escalation matrix_ensure proper luggage handling_accommodation arrangements.

Unit 4-10 hours

Handling guest queries and customer complaints_attitude to be maintained_addressing and spotting the problems of the customer_importance of listening and recognizing the problem_Resolving customers problems_procedure for handling the situation_acknowledge,apologoize,identify and investigate the problem_work out for solutions,provide clear reasons to the customer for their satisfaction.

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