

# DEPT. OF TRAVEL & TOURISM

KKTM GOVT COLLEGE, PULLUT

## Add-on course – MEET & GREET OFFICER

- ◆ free registration
- ◆ E-certificate on successful completion
- ◆ offline & online mode



last date 02/11/2021

**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,apologize,identify and investigate the problem\_work out for solutions,provide clear reasons to the customer for their satisfaction.

