OTBE(Open Text Book Exam

B.Voc THM 1st semester,2021

Marks 20. Time-1 hour

THM VC 1016-Front office Associate-I

Q1.Define Guest cycle?write the process of Guest cycle with proper diagram? 5+5=10

THM VC-1026-Front office Associate-II

Q1.what do you mean by customer centric service? What are the main characteristics of Customer centric service? 5+5=10