*OTBE(Open Text Book Exam)*

*B.Voc THM 3rd semester,2021*

Marks 20. Time-1 hour

THM VC 3016-Guest Relation Manager-I(A)

Q1 What do you mean by Concierge service? Write the role of concierge? 5+5=10

THM VC-3026-Guest Relation Manager-II (B)

Q1.what do you mean by customer centric service? 5

Q2. What are the benefits of Total Quality Management? 5