



UNIVERSITY OF NORTH BENGAL
BBA(TAH) Programme 2nd Semester Examination, 2021

DSC4-BBA(TAH)

CUSTOMER SERVICE AND PASSENGER HANDLING

Full Marks: 60

ASSIGNMENT

The figures in the margin indicate full marks.

Answer any *three* of the following questions

20×3 = 60

1. What is Customer service? Write down the five principles of customer service and the skills of customer service representative. What are High Roller customer and Rip-off customer? 2+10+8
2. What is Rapport building and what are the different techniques of rapport building? What are the different International Travel Documents? What is Passport and Visa? 10+5+5
3. Explain in detail the passenger handling procedure of UNM, expectant mother, mother with infant. What is Empathy? 5+5+5+5
4. What are the different types of passenger baggage? What do you mean by Piece and Weight concept? How will you handle cases of lost, damaged and pilfered baggage? 4+10+6

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