



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND SEMESTER EXAMINATION FOR DIPLOMA I IN HOSPITALITY &
TOURISM MANAGEMENT

DHTM 018: CUSTOMER SERVICE

DATE: 11/8/2016

TIME: 8:30 – 10:30 AM

INSTRUCTIONS:

- (i) This paper consists of two sections A and B.
 - (ii) Answer all the questions in section A and any two questions in section B.
1. a) Define the following terms. (10 marks)
- i) Grooming
 - ii) Trust
 - iii) Rapport
 - iv) Stress
 - v) Conflict
- b) Identify five points on personal grooming. (5 marks)
- c) Explain five points on telephone etiquette. (10 marks)
- d) State five points on how to build trust and rapport. (5 marks)

SECTION B: ANSWER ANY TWO QUESTIONS 40 MARKS

- 2 a) Explain five principles of listening. (10 marks)
- b) Discuss five signs of active listening. (10 marks)

3. a) Discuss the effective problem-solving process. (10 marks)
b) Briefly explain five elements of diffusing anger in other people. (10 marks)
4. a) State the common signs of stress. (10 marks)
b) Identify five ways in which stress affects your thoughts. (10 marks)
5. a) Explain five strategies for managing customer service expectations. (10 marks)
b) Discuss five conflict management strategies. (10 marks)