

# CMS College Kottayam (Autonomous) Department Of Vocation B.Voc Travel ,Tourism And Logistics Management

### Report - Value Added Course

Title: Customer Service Skills

Course Code: TT18A1002

Semester: II

This Course mainly consists of 3 modules.Module 1 is concernd with 'Serving the Travel Customers'. The topics that were taught in this module are; What is Basic Customer Travel Servives communication with customers. Non verbal communication, verbal Communication, Communicating by telephone. Module 2 is concerned with the role of the travel professional, exact functions of customer service, importance of Customer Service skills and the influence of the internet. Module 3 is concernd with protecting customer interest, handling difficult customers, calming customers and keeping self control. All these topics was covered based on the syllabus and students were asked to submit a report based on this upon completion of this Course, the students will be able

B.VOC
DEPARTMENT
AYAM (AUTONOMOUS)

Head of the Department
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#### **CUSTOMER SERVICE SKILLS**

Course		Details									
Code	de  Title  CUSTOMER SERVICE SKILLS  gree  B.Voc Travel, Tourism and Logistics Management  anch(s)  Tourism and Travel Management  Second Semester  Pe  Add-on  Add-on  Expected Course Outcomes Upon completion of this course, the students will be able to:  Understanding the basic services skills of customer interaction  Understanding the basic services skills of customer interaction										
Title CUSTOMER SERVICE SKILLS											
Degree	B.Voc Travel, Tourism and Logistics Management										
Branch	Branch(s) Tourism and Travel Management										
Year/Se	ear/Semester Second Semester										
Туре											
Credits		2	Hrs/Week	Hours 6	То	tal Hours		36			
CO No.	•	_			2	Ü	P	SO No.			
1											
2	Understand th	ne features of	f Customer serv	ices		U	1,2	2,3,4			

Cognitive Level: R-Remember; U-Understanding; Ap-Apply; An-Analyze; E-Evaluate; C-Create

Module	Course Description	Hrs	CO. No.
1.0	SERVING THE TRAVEL CUSTOMER	12	
1.1	Introduction about the Basic Customer Travel services	3	1
1.2	Communication With Customers	2	1
1.3	Non-Verbal Communication	2	1
1.4	Communicating by Telephone	3	2
1.5	Verbal Communication	2	1
2.0	CUSTOMER SERVICE IN THE TRAVEL INDUSTRY	12	
2.1	The Role of The Travel Professional	3	1
2.2	Exact functions of Customer Service	3	1
2.3	The Importance of Customer Service Skills	3	1
2.4	The Influence of the Internet	3	1
3.0	WINNING CUSTOMER LOYALTY and HANDLING DIFFICULT CUSTOMERS	12	

3.1	Four Steps in Delivering Exceptional Service	2	2
3.2	Provide After Sales Service and Support	1	2
3.3	Protect Customer Interests	1	2
3.4	Competing with the Internet	1	2
3.5	Why Customers Get Upset	1	2
3.6	Responding to an Upset Customer	1	2
3.7	Calming Customers on the Telephone	1	1
3.8	Calming the Customer: Do's and Don'ts	1	1
3.9	Dealing with Unreasonable Demands	2	2
3.10	Keeping Self-Control	1	1

#### **SUGGESTED READING**

- 1. Sunil Sharma, Emerging International Tourism Markets, RajatPublications(2007)
- 2. PremnathDhar, International Tourism Emerging Challenges &Futureprospects, Kanishka Publishers Distributors
- 3. . Study Kit for IATA/UFTAA

- 4. Foundation Course: Module -I Introduction to tourism
- 5. Module II Travel Geography

$$Module-III-Air\ Transport$$

# CMS College, Kottayam(Autonomous) VALUE ADDED COURSE (2020 Admission) Semester 1

#### B.VoC TTLM

## <u>ATTENDANCE - CUSTOMER SERVICE SKILLS-TT18A1002</u>

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Roll No	Name	14/6/	32/6	TAN TAN	17.17	1/2	16	20/8	Frak	1 sta	2									
1	B. Akash Krishna	X	X	X	X	a	X	X	X	4										
2	Abhijith Sibi	X	a	X	X	a	a	X	X	4					_	_				Š
3	Abhiram J	X	a	X	X	a	X	X	X	X	Į.					_				
4	Adarsh Biju	0	0	٥	a	a	a	a	a	a			1							
5	Akash Joy	a	a	0	α	0	a	a	a	a								_	$\perp$	
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11	Arjun Soman	4	1	a	X	X	a	X	X	X		'1 /			-		+	$\rightarrow$		
12	Ashhar Rasheed	X	1	X	a	X	X	1	X	4	1	1 1	è							
13	Ashin Samuel David	1	X	2	X	X	a	X	X	4		1 1								
14	Ashok C Jayamon	X	X	1	1	X	X	X	X	$\checkmark$		, ,†				_				- 4
15	Cristee Elza Binnet	X	1	X	1	X.	1	1	$\checkmark$	1		1)				1				
16	Devadathan Ajith Kumar Nair	X	a	$\angle$	0	a	×	×	a	X										ı
17	Diya Teresa	X	1	1	X	X	X	X	X	$\checkmark$										
18	Gireesh A V	Χ.	1	1	X	X	X	X	X	a				7						
19	Gokul P Baiju	cath	₽G/		X	X	a	X	X	a										

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23	Krishnendu P Babu	^	<u> </u>	×	X	X	×	X	7	7	1		+	+	+	_			_
24	Mariya Raju Joseph	2	4	<u>a</u>	0	0	a	$\alpha$	a	a		-			-				_
25	Midhukrishna Anil		X	X	*	X	X	X	X	7			+		1				
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28	Nandhu Vikram	1	7	X	×	X	X	X	×	X	1	51							+
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35	Savio Raj Sejin Peter	X	X	X	a	a	X	X	X	1			W.		1	1			
36	Sivapriya M U	X	X	X	X	a	a	X	X	4									
37	Sreerag T	X	X	X	X	X	X	X	1	X	1					1	,		
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