

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/04/5/A

PARTICIPATE IN TRAVEL SERVICE DELIVERY

July/Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

ASSESSOR'S GUIDE

PRODUCT CHECKLIST

Candidate's name & Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency			
Venue of Assessment			
Date of assessment			
Items to be evaluated:	Maximum marks to allocate	Marks obtained	Comments
MEETING AND GREETING: - Greeted visitors upon arrival. - Introduced oneself - Asked the visitor about their Flight experience			

- Helped the visitor to collect their luggage - Assisted the visitor with clearance procedures <i>Award 2 marks for each well demonstrated aspect.</i>	10		
BRIEFING - Welcomed the visitor and gave a small script about the destination; <i>Geographical, Historical, Climate and weather, Political, Cultural</i> - Provided information on where to shop, change currency, and designated restaurants where the visitor can eat. - Provided information on safety and health tips - Informed the visitor about areas with restrictions e.g. prohibited photography. - Briefed the visitors on the itinerary, Mode of transport, accommodation type, tipping, and code of conduct at the destination <i>Award 2 marks for each piece of information given</i> PRESENTATION: Demonstrated effective communication skills: - Maintained Eye contact	10		