

101506T4TTM**TOURISM AND TRAVEL MANAGEMENT LEVEL 6****TO/OS/TM/CR/01/6/A****DEVELOP TOUR PACKAGES****July/August 2023**

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

OBSERVATION CHECKLIST

CANDIDATE'S NAME & REGISTRATION NO.			
ASSESSOR'S NAME & REG. CODE			
UNIT(S) OF COMPETENCY	DEVELOP TOUR PACKAGES		
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
Evaluation Items	Marks awarded	Marks scored	Comments
Telephone conversation			
• Welcomed the client • Smiled in person. • Office appearance. • Greeted clients. • Took a genuine interest in the clients. • Eliminated distractions.	1 1 1 1 1		

- Recorded client information - Introduced the company - Opened with a strong statement. - Included relevant details. - Kept it short and concise. - Communicated clearly in an official language - Mentioned service providers in tourism - General appearance, neatness - Tidiness of the office - Control of the whole procedure - Gives the client the necessary information <i>Award one mark for each correct point</i>	1 1 1 1 1 1 1 1 1 1 1		
Itinerary to contain:			
- Attractions - Accommodations - Meal plan - Transports - Payment methods - Date/duration/time/arrival/departure - Activities - Transfer	4 4 3 3 2 2 3 2		
Grand Total (Observation checklist)	40		
The candidate was found to be: Competent ☐ Not yet competent ☐ <i>(Please tick as appropriate)</i> <i>(The candidate is competent if s/he gets at least 50 %.)</i>			
Feedback from candidate:			