

101506T4TTM

TOUR AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TM/CR/04/6/A

MANAGE TRAVEL SERVICE DELIVERY

July/Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL**

OBSERVATION CHECKLIST

CANDIDATE'S NAME & REG. NO.			
ASSESSOR'S NAME & REG. CODE/ID NO.			
UNIT OF COMPETENCE	MANAGE TRAVEL SERVICE DELIVERY		
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
(Award maximum marks if correct and zero marks if wrong)			
Items to Be Evaluated	Marks Allocated	Marks Awarded	Comment
Arranged signage to resemble an airport setup	4		
Greet and welcome guest			
Assisted with;			
• Travel document verification	2		
• Stamping of travel documents	2		
Facilitated baggage handling			

• Checked baggage • Weighed package • Collected baggage	2		
• Weighed package • Collected baggage	2		
• Collected baggage	2		
Briefed on • Duty-free shops • Financial services/forex • Restaurants • Waiting bay	2		
• Financial services/forex • Restaurants • Waiting bay	2		
• Restaurants • Waiting bay	2		
• Waiting bay	2		
Presentation • Was audible • Was neat and well organized	2		
• Was neat and well organized	2		
Briefed on • Rules and regulations • Facilities • Weather prevailing • Destinations of interest • Accommodation facilities • Emergency contacts • Transfer services	2		
• Rules and regulations • Facilities • Weather prevailing • Destinations of interest • Accommodation facilities • Emergency contacts • Transfer services	2		
• Facilities • Weather prevailing • Destinations of interest • Accommodation facilities • Emergency contacts • Transfer services	2		
• Weather prevailing • Destinations of interest • Accommodation facilities • Emergency contacts • Transfer services	2		
• Destinations of interest • Accommodation facilities • Emergency contacts • Transfer services	2		
• Accommodation facilities • Emergency contacts • Transfer services	2		
• Emergency contacts • Transfer services	2		
• Transfer services	2		
Total Marks	40		
The candidate was found to be (Please tick as appropriate) Competent ☐ Not Yet Competent ☐ (The candidate is competent if s/he gets at least 50%)			
Feedback to Candidate:			
Feedback from Candidate:			
Candidate's signature		Date	
Assessor's signature		Date	