

1015064TTM

TOURISM AND TRAVEL MANAGEMENT

TO/OS/TM/CR/09/6/A

MANAGE TRAVEL OFFICE OPERATIONS

July/ August 2024



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

OBSERVATION CHECKLIST

INSTRUCTIONS TO ASSESSOR

1. *Assess the candidate as the practical progresses observing the critical areas*
2. *You are required to mark the practical as the candidate perform the tasks*
3. *You are required to take video clips at critical points*
4. *Ensure the candidate has a name tag and registration code at the back and front*

This guide consists of Three (3) printed pages.

**Assessor should check the guide to ascertain that all the pages are printed as indicated and
that no questions or answers are missing**

PRODUCT CHECKLIST

CANDIDATE'S NAME & REG. NO.			
ASSESSORS NAME AND REG. CODE			
UNIT OF COMPETENCY	Manage Travel Office Operations		
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
Items to be marked in the report	Marks available	Marks obtained	Comment
Candidate to submit a written report for marking Cover Page included: - Name of Company - Contact details - Date of submission - Name of author <i>(Award 1 mark or zero for each)</i>	1 1 1 1		
The Structure included - Title of the Report - Table of contents - Terms of reference - Introduction - Trip Objectives - Number of participants - Duration of the tour - Attractions Visited - Itinerary - Activities undertaken - Challenges encountered - Strategies employed to overcome the challenges. - Conclusion - Recommendations <i>(Award 2 marks or zero for each)</i>	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		
TOTAL	32		