

101505T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 5

TO/OS/TM/CR/02/6

DEVELOP TRAVEL PACKAGE

Nov. /Dec. 2023



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

Product Checklist			
Candidate's name & Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency	Develop travel packages		
Venue of Assessment			
Date of assessment			
Items to be evaluated:	Marks Available	Marks Obtained	Comments
RESPONDING TO CUSTOMER ENQUIRIES VIA EMAIL. (The assessor to provide a working email to the candidate)			
Procedure:			
Opened the email conversation with an appreciation	02		
Clearly stated what the inquiry was about to demonstrate an understanding of the client's needs.	02		

• Answered the email appropriately by providing essential information that will satisfy the needs of the customer • Gave room for the customer to make further inquiries.	02		
Content • The email had a subject • The email stated the purpose, the required action, and the timeline for action. • The email was conventional-it was formal and did not include jargon • Used proper grammar and spelling • The language was positive • Kept the email short and precise • Ensured the email had the correct address • Relevant documents were attached to the email to give more information to the client.	1		
<i>(Award 1 mark for each)</i>			
Closure: • The closure was warm and caring • Indicated the name and designation of the person writing the email.	02		
Able to print	02		
File the printed copy • File name • Description of the file content	02		
TOTAL	26		
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 50% of the total items correct.)</i>			
Feedback from the candidate:			
Feedback to the candidate:			
Candidate's signature:	Date:		
Assessor's signature:	Date:		