

101505T4TTM

TOUR AND TRAVEL CONSULTANCY LEVEL 5

PROVIDE TOUR AND TRAVEL CUSTOMER SERVICE

TO/OS/TM/CR/06/5/A



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

INSTRUCTIONS TO CANDIDATE

Instructions:

- Read each question carefully before answering.
- Use your knowledge and experience to answer the questions.
- Make sure to provide clear and detailed responses where applicable.
- Confirm that you have four printed pages of the exam

This paper consists of Two (2) printed pages

**Candidates should check the question paper to ascertain that all pages are
printed as indicated and that no questions are missing**

QUESTION 1: PRACTICAL TASK

You receive an email from a customer who is dissatisfied with their recent tour experience. They mention various issues they encountered. Respond to the customer's email, addressing their concerns and resolving the issues.

- A. Respond to the customer email by typing your cover letter and printing your work.
- B. Send your response to the email provided