101505T4TTM

TOUR AND TRAVEL CONSULTANCY LEVEL 5

PROVIDE TOUR AND TRAVEL CUSTOMER SERVICE

TO/OS/TM/CR/06/5/A
Nov/Dec 2023

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATIONCOUNCIL (TVET CDACC)

PRACTICAL

ASSESSMENTINSTRUCTIONS TO ASSESSOR

1. Allocate **THREE HOURS** to the candidate to perform the tasks allocated in the practical assessment form.
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

OBSERVATION CHECKLIST

Candidate's name & Registration Code			
Assessor's name & Registration Code			
Venue of Assessment			
Date of assessment			
Items to be evaluated: *Award marks appropriately. Give a brief comment where less or no marks have been awarded.*	**Marks Allocated**	**Marks Awarded**	**Comments**
1. Scenario 1: Responding to a Dissatisfied Customer **Understanding the Customer's Concerns**	**3**		
Carefully imagines the customer's email through creativity to identify the specific issues they mention.	**3**		
Professional Greeting and Empathy Start the email with a polite and empathetic greeting to show that you care about their concerns.	**3**		
Acknowledging the Issues • Address each of the problems mentioned by the customer. • Use language that conveys your understanding of their frustration.	3 **3**		
Providing Solutions • Offer practical solutions to resolve the customer's issues.	3		