

101506T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TM/CR/06/6/A

MANAGE TOUR AND TRAVEL CUSTOMER SERVICE

Nov/Dec 2023



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

OBSERVATION CHECKLIST

Candidate's name & Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency	Manage Tours and Travel Customer Service		
Venue of Assessment			
Date of assessment			
Observation checklist Assessor should be guided by the following if the candidate is able to perform	Marks awarded	Marks scored	Comments
i. Talking to the employees - Interrogate the employee - Know where the problem is - Accept ownership where possible - Note the problem <i>(Award 2 marks each= 8 marks)</i>	2 2 2 2		
i. Empathize Acknowledge the employee's concerns and thank them	4		
i. Effective communication skills Verbal communication - Audibility - Pace	2 2		

Pitch	2		
Non verbal communication			
Eye contact	2		
Use of gestures	2		
Body posture	2		
Facial expression	2		
<i>Award 2 marks for each=14 marks</i>			
v. Get facts right	3		
Ask questions and summarize your understanding (get facts)			
v. Offer the solution	3		
Agree and explain the actions to be taken as a result of the complaint process (offer a solution)			
i. Follow up	3		
Contact the customer after offering a solution			
<i>Award 3 marks for each=14 mark</i>			
Grand Total	35		
The candidate was found to be: Competent ☐ Not yet competent ☐ (Please tick as appropriate) (The candidate is competent if s/he gets at least 50 % of grand total marks.)			
Feedback from the candidate:			
Feedback to the candidate:			
Candidate's signature		Date	
.....			
Assessor's signature		Date	
.....			