

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/04/5/A

PARTICIPATE IN TRAVEL SERVICE DELIVERY

July/Aug 2023



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

**ASSESSOR'S GUIDE**

**PRODUCT CHECKLIST**

<b>Candidate's name &amp; Registration No.</b>			
<b>Assessor's name &amp; Reg. code</b>			
<b>Unit(s) of Competency</b>			
<b>Venue of Assessment</b>			
<b>Date of assessment</b>			
<b>Items to be evaluated:</b>	<b>Maximum marks to allocate</b>	<b>Marks obtained</b>	<b>Comments</b>
<b>MEETING AND GREETING:</b> <ul style="list-style-type: none"> <li>• Greeted visitors upon arrival.</li> <li>• Introduced oneself</li> <li>• Asked the visitor about their Flight experience</li> </ul>			

<ul style="list-style-type: none"> <li>Helped the visitor to collect their luggage</li> <li>Assisted the visitor with clearance procedures</li> </ul> <p><i>Award 2 marks for each well demonstrated aspect.</i></p>	<p><b>10</b></p>		
<p><b>BRIEFING</b></p> <ul style="list-style-type: none"> <li>Welcomed the visitor and gave a small script about the destination; <i>Geographical, Historical, Climate and weather, Political, Cultural</i></li> <li>Provided information on where to shop, change currency, and designated restaurants where the visitor can eat.</li> <li>Provided information on safety and health tips</li> <li>Informed the visitor about areas with restrictions e.g. prohibited photography.</li> <li>Briefed the visitors on the itinerary, Mode of transport, accommodation type, tipping, and code of conduct at the destination</li> </ul> <p><i>Award 2 marks for each piece of information given</i></p> <p><b>PRESENTATION:</b></p> <p><b>Demonstrated effective communication skills:</b></p> <ul style="list-style-type: none"> <li>Maintained Eye contact</li> </ul>	<p><b>10</b></p>		

<ul style="list-style-type: none"> <li>• Expressed Positive Facial expressions; Smiling</li> <li>• Displayed confidence</li> <li>• Spoke with clarity</li> <li>• Displayed appropriate body language</li> </ul> <p><i>Award 1 mark for each quality demonstrated.</i></p>	<p><b>5</b></p>		
<p><b>TOTAL</b></p>	<p><b>25</b></p>		
<p>The candidate was found to be:                      <b>Competent</b> <input type="checkbox"/>      <b>Not yet competent</b> <input type="checkbox"/></p> <p><i>(Please tick as appropriate)</i></p> <p><i>(The candidate is competent if s/he gets 50% of the total items correct.)</i></p>			
<p><b>Feedback from candidate:</b></p>			
<p><b>Feedback to candidate:</b></p>			