

101506T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TM/CR/02/6/A

DEVELOP TRAVEL PACKAGE

July/Aug 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			
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
Items to be evaluated:	Maximum marks to allocate	Marks obtained	Comments
Greeted the customer and established rapport	02		
Identified Customer Needs <ul style="list-style-type: none"> • Travel dates • Trip Duration • Are there any particular activities or attractions you would like to include in your itinerary? • What is your preferred budget range for the vacation package • Preferred special activity <i>Award one mark for each point</i>	05		

Provided information on <ul style="list-style-type: none"> • Accommodation • Amenities • Activities • Attractions • Sight Seeing activities • Payment Options <i>Award two marks for each point</i>	10		
Addressed any additional concerns	02		
Offered Booking Assistance	02		
Thanked the Customer	02		
Follow Up	02		
Overall Presentation Audibility Grooming Confidence	2 2 1		
TOTAL	30		
The candidate was found to be: Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/> <p style="text-align: center;"><i>(Please tick as appropriate)</i></p> <p style="text-align: center;"><i>(The candidate is competent if s/he gets 50% of the total items correct.)</i></p>			
Feedback from the candidate:			
Feedback to the candidate:			
Candidate's signature:	Date:		
Assessor's signature:	Date:		