

101506T4TTM
TOURISM AND TRAVEL MANAGEMENT LEVEL 6
TO/OS/TM/CR/01/6/A
DEVELOP TOUR PACKAGES
July/August 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	DEVELOP TOUR PACKAGES		
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
Evaluation Items	Marks awarded	Marks scored	Comments
Telephone conversation			
<ul style="list-style-type: none"> • Welcomed the client • Smiled in person. • Office appearance. • Greeted clients. • Took a genuine interest in the clients. • Eliminated distractions. 	 1 1 1 1 1		

<ul style="list-style-type: none"> • Recorded client information • Introduced the company • Opened with a strong statement. • Included relevant details. • Kept it short and concise. • Communicated clearly in an official language • Mentioned service providers in tourism • General appearance, neatness • Tidiness of the office • Control of the whole procedure • Gives the client the necessary information <p><i>Award one mark for each correct point</i></p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>		
Itinerary to contain:			
<ul style="list-style-type: none"> • Attractions • Accommodations • Meal plan • Transports • Payment methods • Date/duration/time/arrival/departure • Activities • Transfer 	<p>4</p> <p>4</p> <p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>3</p> <p>2</p>		
Grand Total	40		
(Observation checklist)			
<p>The candidate was found to be:</p> <p style="text-align: center;">Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/></p> <p><i>(Please tick as appropriate)</i></p> <p><i>(The candidate is competent if s/he gets at least 50 %.)</i></p>			
Feedback from candidate:			

Feedback to candidate:

Candidate's signature

Date

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Assessor's signature

Date

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