

101506T4TTM

TOUR AND TRAVEL MANAGEMENT LEVEL 6

TO/OS/TM/CR/04/6/A

MANAGE TRAVEL SERVICE DELIVERY

July/Aug 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL**

**OBSERVATION CHECKLIST**

|   |                                |                      |                |
|---|--------------------------------|----------------------|----------------|
| <b>CANDIDATE'S NAME &amp; REG. NO.</b>                          |                                |                      |                |
| <b>ASSESSOR'S NAME &amp; REG. CODE/ID NO.</b>                   |                                |                      |                |
| <b>UNIT OF COMPETENCE</b>                                       | MANAGE TRAVEL SERVICE DELIVERY |                      |                |
| <b>VENUE OF ASSESSMENT</b>                                      |                                |                      |                |
| <b>DATE OF ASSESSMENT</b>                                       |                                |                      |                |
| <b>(Award maximum marks if correct and zero marks if wrong)</b> |                                |                      |                |
| <b>Items to Be Evaluated</b>                                    | <b>Marks Allocated</b>         | <b>Marks Awarded</b> | <b>Comment</b> |
| Arranged signage to resemble an airport setup                   | 4                              |                      |                |
| <b>Greet and welcome guest</b>                                  |                                |                      |                |
| <b>Assisted with;</b>   |                                |                      |                |
| • Travel document verification                                  | 2                              |                      |                |
| • Stamping of travel documents                                  | 2                              |                      |                |
| <b>Facilitated baggage handling</b>                             |                                |                      |                |

