

101505T4TTM

TOUR AND TRAVEL CONSULTANCY LEVEL 5

PROVIDE TOUR AND TRAVEL CUSTOMER SERVICE

TO/OS/TM/CR/06/5/A

Nov/Dec 2023



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

PRACTICAL

ASSESSMENT INSTRUCTIONS TO ASSESSOR

1. Allocate **THREE HOURS** to the candidate to perform the tasks allocated in the practical assessment form.
2. You are required to mark the practical as the candidate perform the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code at the back and front

<ul style="list-style-type: none"> • Explain how these solutions will improve their experience. 	<p>3</p>		
<p>Apologizing and Taking Responsibility:</p>	<p>3</p>		
<ul style="list-style-type: none"> • Apologize for any inconvenience they experienced. 	<p>3</p>		
<ul style="list-style-type: none"> • Take responsibility for any mistakes on your agency's part. 	<p>3</p>		
<p>Timely Response</p>	<p>3</p>		
<ul style="list-style-type: none"> • Respond to the customer's email promptly. 	<p>3</p>		
<p>Politeness and Professionalism:</p>	<p>3</p>		
<ul style="list-style-type: none"> • Maintain a polite and professional tone throughout the email. 	<p>2</p>		
<ul style="list-style-type: none"> • CONCLUSION 			
<p>Total</p>	<p>35</p>		

