

101505T4TTM
TOUR AND TRAVEL CONSULTANT LEVEL 5
TO/OS/TM/CR/09/5/A

PROVIDE TOUR GUIDING SERVICES

Nov /Dec 2023



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

OBSERVATION CHECKLIST

INSTRUCTIONS TO ASSESSOR

1. You are required to mark the practical as the candidate performs the tasks.
2. Ensure the candidate has a name tag and registration code at the back and front.

OBSERVATION CHECKLIST

CANDIDATE'S NAME & REG. NO.			
ASSESSOR'S NAME & REG. CODE/ID NO.			
UNIT OF COMPETENCE	PROVIDE TOUR GUIDING SERVICES		
VENUE OF ASSESSMENT			
DATE OF ASSESSMENT			
(Award maximum marks if correct and zero marks if wrong)			
Items to Be Evaluated	Marks Allocated	Marks Awarded	Comment
Preparation. <ul style="list-style-type: none"> • Reviewed the tour outline • had a good understanding of the city's history, landmarks, and culture • Double-checked any visual or audio aids such as maps, images, or multimedia presentations. <p style="margin-left: 20px;"><i>Award 2 marks for correct answer</i></p>	<p>2</p> <p>2</p> <p>2</p>		
Elements of the commentary Creating Rapport <ul style="list-style-type: none"> • The candidate greeted the clients • The Candidate introduced himself/herself. Product knowledge <ul style="list-style-type: none"> • The candidate described the Unique features of the attraction. • The Candidate was able to share on important landmarks, cultural aspects 	<p>2</p> <p>2</p> <p>2</p> <p>2</p>		

and historical facts <i>Award 2 marks for correct answer</i>			
Delivery			
<ul style="list-style-type: none"> • The candidate appeared presentable and well groomed. 2 • Demonstrated Confidence 2 • Varied his/her tone and pace to keep the commentary dynamic and engaging 2 2 • The candidate was enthusiastic and demonstrated a good sense of humor. 2 • The candidate incorporated story telling techniques 2 • Demonstrated proper Time management 2 • Used clear and concise language • Invited questions from the participants and encouraged interaction 			
<i>Award 2 marks for correct answer</i>			
Conclusion			
<ul style="list-style-type: none"> • Provided a brief summary of the key takeaways and highlighted the most important aspects of the tour 2 • invited feedback from the participants and expressed gratitude for their participation 2 			
Total Marks	34		
The candidate was found to be (Please tick as appropriate)			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>	

(The candidate is competent if s/he gets at least 50%of the 30marks)			
Feedback to Candidate:			
Feedback from Candidate:			
Candidate's signature		Date	
Assessor's signature		Date	