

101506T4TTM

TOURISM AND TRAVEL MANAGEMENT LEVEL 6

MANAGE TOUR AND TRAVEL PRODUCT QUALITY

TO/CU/TM/CR/07/6/A

Nov/Dec 2023



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

INSTRUCTIONS TO CANDIDATE

1. You have THREE hours to perform the Practical task.
2. In this practical assessment you are required to perform the following task:

PRACTICAL ASSESSMENT

The assessment requires the candidate are to demonstrate competence against unit of competency:

TASK

1. Samak Safaris has just concluded one of their best ever season safari at coastal and southern touristic circuit of Kenya. After engaging with their customers during de-briefing exercise the tour leader realised that some customers had complaints about some issues that didn't sit well with them.
 - A. As a tour guide, Prepare and present to the management the five methods that can be used to collect the tourist feedbacks after the trip.