

**101506T4TTM**

**TOURISM AND TRAVEL MANAGEMENT LEVEL 6**

**TO/OS/TM/CR/06/6/A**

**MANAGE TOUR AND TRAVEL CUSTOMER SERVICE**

*Nov/Dec 2023*



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

**PRACTICAL ASSESSMENT**

**Time: 3 Hours**

**INSTRUCTIONS TO CANDIDATE:**

1. You are required to perform the following task:

You are a manager in Melkema company, and you have noticed an enormous change in work and behavior among your employees who were initially performing well at work but suddenly started asking for leave days more often, giving excuses for not meeting deadlines and arriving at work late.

a. Demonstrate how to effectively apply your human relations skills to handle such a situation.

**This paper consists of ONE (1) printed page**

**Candidates should check the question paper to ascertain that all pages  
are printed as indicated and that no questions are missing**