

**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)**

**OBSERVATION CHECKLIST**

<b>Candidate's name &amp; Registration No.</b>			
<b>Assessor's name &amp; Reg. code</b>			
<b>Unit(s) of Competency</b>		Manage Tours and Travel Customer Service	
<b>Venue of Assessment</b>			
<b>Date of assessment</b>			
<b>Observation checklist</b> Assessor should be guided by the following if the candidate is able to perform		<b>Marks awarded</b>	<b>Marks scored</b>
<b>i. Talking to the employees</b>			
• Interrogate the employee		2	
• Know where the problem is		2	
• Accept ownership where possible		2	
• Note the problem		2	
<i>(Award 2 marks each= 8 marks)</i>			
<b>i. Empathize</b>			
• Acknowledge the employee's concerns and thank them		4	
<b>i. Effective communication skills</b>			
<b>Verbal communication</b>			
• Audibility		2	
• Pace		2	

<ul style="list-style-type: none"> <li>• Pitch</li> </ul>	<b>2</b>		
<b>Non verbal communication</b> <ul style="list-style-type: none"> <li>• Eye contact</li> <li>• Use of gestures</li> <li>• Body posture</li> <li>• Facial expression</li> </ul> <i>Award 2 marks for each=14 marks</i>	<b>2</b> <b>2</b> <b>2</b> <b>2</b>		
<b>v. Get facts right</b> <ul style="list-style-type: none"> <li>• Ask questions and summarize your understanding (get facts)</li> </ul>	<b>3</b>		
<b>v. Offer the solution</b> <ul style="list-style-type: none"> <li>• Agree and explain the actions to be taken as a result of the complaint process (offer a solution)</li> </ul>	<b>3</b>		
<b>i. Follow up</b> Contact the customer after offering a solution <i>Award 3 marks for each=14 mark</i>	<b>3</b>		
<b>Grand Total</b>		<b>35</b>	
<b>The candidate was found to be:</b> Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/> (Please tick as appropriate) (The candidate is competent if s/he gets at least 50 % of grand total marks.)			
<b>Feedback from the candidate:</b>			
<b>Feedback to the candidate:</b>			
<b>Candidate's signature</b>		<b>Date</b>	
.....		.....	
<b>Assessor's signature</b>		<b>Date</b>	
.....		.....	