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TOURISM AND TRAVEL MANAGEMENT LEVEL 6
TO/OS/TM/CR/04/6/A
MANAGE TRAVEL SERVICE DELIVERY
Nov /Dec 2023



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

PRACTICAL ASSESSMENT:

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.

TASK:

A Client who had made a booking through your Agency has just completed his trip; as a senior travel consultant you would wish to obtain a feedback on his travel experience as per the SOPs of your company.

Required:

1. Design a Customer Survey Questionnaire that you will use to collect this feedback.