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TOUR GUIDE LEVEL 5

TO/OS/TG/CR/02/05

Conduct Experiential Tour Bookings & Reservations

July/August 2025



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

PRACTICAL ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

You are working as a reservation's agent of Miaale Safaris. A walk-in client accompanied by a five-year-old child visits the office looking for a three nights' accommodation in Nairobi starting that night.

Task 1; As a reservationist, you are tasked to make hotel reservation on behalf of the client.

1. You have been provided with the following resources for the practical tasks:

- *Foolscaps*
- *Pens*
- *Phone*
- *Sample Manual hotel reservation register*