

Applied GCE Travel and Tourism Candidate Mark Record Sheet Unit 6 - Resort Operations

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| Centre Name: | Centre Number: |
| Candidate Name: | Candidate Number: |

| Your work must include evidence of: | | | | | |
|--|--------------------|-----------------|---------|---------|-------------|
| The report must include evidence of all of the following: | Page(s) ref. | Marks Available | | | Centre Mark |
| | | MB1 | MB2 | MB3 | |
| a A description of how tour operators organise resort operations to prepare and deal with customers in resort And An explanation of situations that require the resort office to liaise with their UK office. | | 1 - 9 | 10 - 14 | 15 - 18 | |
| b Organising and preparing a welcome meeting, selling an additional service including completion of appropriate documentation and effective handling of a problem situation for a customer whose needs and circumstances are given to you. | | 1 - 9 | 10 - 14 | 15 - 18 | |
| c Research undertaken to complete all task | | 1 - 6 | 7 - 9 | 10 - 12 | |
| d An evaluation of the significance of induction, training and product knowledge of overseas representatives delivering high quality customer service. | | 1 - 6 | 7 - 9 | 10 - 12 | |
| | Total marks | 60 | | | |

Declaration of Authentication: I declare that the work submitted for the assessment has been carried out without assistance other than that which is acceptable under the scheme of assessment (unless indicated on the back of this mark record sheet).

Signed (candidate)

Date

Signed (teacher)

Date