

Applied GCE Travel and Tourism

Candidate Mark Record Sheet

Unit 2 - The Travel and Tourism Customer

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

The report must include evidence of all of the following:	Page(s) ref.	Marks Available			Centre Mark
		MB1	MB2	MB3	
a A description of the needs of customer in one sector of the travel and tourism industry and an explanation of how organisations in that sector attempt to meet those needs.		1 - 9	10 - 14	15 - 18	
b Your involvement with customers in four real or stimulated travel and tourism-related situations demonstrating your own customer service skills by dealing with customers in different situations including a complaint and completing relevant documentation		1 - 7	8 - 12	13 - 15	
c Using an appropriate methodology to research the standard of customer service within a travel and tourism organisation including documentation and the quality criteria to be used for evaluation.		1 - 7	8 - 12	13 - 15	
d An evaluation of customer service in a travel and tourism organisation against quality criteria and recommendations for improvements.		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