

WORK-BASED LEARNING AGREEMENT

TRAVEL & TOURISM TRAINING PROGRAMME

Student's Name: _____

Course: _____

Property/Company Name: _____

Department: _____

ITS Mentor's Name: _____

Manager's Name: _____

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Maintain good relationships with customers and colleagues		
	Maintain appropriate personal presentation consistently		
	Maintain good standards of personal hygiene		
	Use effective communication skills		
	Deal appropriately with customers in different situations, face to face, telephone, etc.		
	Deal appropriately with difficult customers		
	Deal appropriately with customers with special needs		
	Recognise limits of authority and refer situations accordingly		
	Maintain confidentiality where appropriate		
	Demonstrate patience and understanding		
	Ensure customer satisfaction		
	Answer and make telephone calls in a professional manner		
	Efficiently respond to a customer over the phone		
	Handle a customer's request over the phone		
	Take accurate messages		
	Use a polite and proper tone of voice		

DATE COMPLETED BY	PROPOSED PRACTICAL COMPETENCIES	STUDENT'S INITIALS	MANAGER'S INITIALS
	Tactfully handle difficult callers		
	Adjust one's voice		
	Use in-house communications systems correctly and as necessary		
	Use the main type of filing systems appropriately		
	Use basic literacy skills		
	Know basic organisational skills		
	Plan/Schedule accordingly		
	Possess time management skills		
	Eager to learn		

ITS Mentor's Comments: _____

Student's Comments: _____

ITS Mentor's Signature: _____

Student's Signature: _____

Date: _____

OVERALL ASSESSMENT MARK
(to be given by ITS Mentor):
 _____ / 50