



B.A	Semester – V (Skill Enhancement Course- Elective)	Credits:4
Course:7B	Tourism Guidance and Operating Skills	Hrs/Wk:5

Learning Outcomes:

Students after successful completion of the course will be able to:

1. Acquire tour guiding, operating and soft skills
2. Understand different situations under which one has to work
3. Cultivate cultural awareness and flexibility
4. Understand and apply team spirit
5. Plan and organize tour operations efficiently

Syllabus: (Hours: Teaching: 60, Skills Training: 10, others including unit tests: 05 Total:75)

Unit:1

Meaning of tour guide - types of tour guide: heritage guide, nature guide, adventure guide, business guide, special interest guide etc – duties and responsibilities of guides - various roles of tour guide.

Unit:2

Guiding techniques: leadership skills, social skills, presentation skills, communication skills - Guide's personality skills: passion, empathy, enthusiasm, punctuality, humour etc - Personal hygiene and grooming – code of conduct.

Unit:3

Guest Relationship Management- Handling emergency situations- Medical, Personal, Official, VISA/Passport, Death, Handling Guest with special needs/Different Abilities/Different age groups.

Unit:4

Conducting Tours: Pre-Tour Planning, Route Chart, Modes of Transportation, Security Measures, and Checklist etc. - Conducting various types of tours- Relationship with Fellow Guides- Coordination with hospitality institutions.

Unit:5

Travel Agency and Tour operations – Difference between Travel Agent and Tour operator – Functions of Tour Operator – Types of Tour Operations and of Tour Operators - A brief study of tour operating agencies like APTDC, Southern Travel etc.