ST. JOSEPH’S COLLEGE FOR WOMEN (AUTONOMOUS) VISAKHAPATNAM

I SEMESTER **SKILL DEVELOPMENT COURSE** TIME: 2HRS/WEEK

TG 1001 (2) **TOURISM GUIDANCE** MAX.MARKS: 50

(w.e.f: 2020-2021-‘20AH’) **SYLLABUS**

# LEARNING OUTCOMES:

By successful completion of the course, students will be able to:

1. Understand the basic tourism aspects
2. Comprehend the requirements, role and responsibilities of profession of a Tourist Guide
3. Apply the knowledge acquired in managing different groups and guiding in a tour
4. Explain basic values related to tourism andheritage

# SYLLABUS:

**UNIT – I:**

Tourism – What is Tourism - Characteristics of Tourist Places – Guidance in Tourism-Meaning of Guidance – Types of Tour Guidance - Government/Department Regulations.

**UNIT – II:**

Types of Guides – Characteristics of a Guide - Duties and Responsibilities of a Guide-The Guiding Techniques –Guide’s personality- Training Institutions – Licence. Leadership and Social Skills - Presentation and Communication Skills - Working with different age and linguistic groups - Working under difficult circumstances – Precautions at the site -Relationship with Fellow Guides andOfficials.

**UNIT – III:**

Guest Relationship Management- Personal and Official - Arrangements to Tourists – Coordinating transport - VISA/Passport -Accident/Death -Handling Guests with Special Needs/ Different Abilities –Additional skills required for Special/Adventure Tours - Knowledge of Local Security and Route Chart – Personal Hygiene and Grooming - Checklist - Code of Conduct

# CO-CURRICULAR ACTIVITIES SUGGESTED:

1. Assignements, Group discussion, Quiz etc.
2. Invited lecture/training by local tourismoperators/expert/guides
3. Visit to local Tourism Department office and a tourist serviceoffice
4. Organization of college level short-duration tours to local touristsites.

# REFERENCE BOOKS:

1. Jagmohan Negi (2006); Travel Agency and Tour Operations, Kanishka Publishers, New Delhi.
2. Mohinder Chand (2009); Travel Agency and Tour Operations: An Introductory Text, Anmol Publications Pvt. Limited,New
3. Pat Yale(1995); Business of Tour Operations, Longman Scientific & Technical, New Delhi
4. Websites on Tourism guidance.

\*\* \*\* \*\*