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

I SEMESTER **SKILL DEVELOPMENT COURSE** Time: 2Hrs/week

TG 1001 (2) **TOURISM GUIDANCE** 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 tourismaspects
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 atour
4. Explain basic values related to tourism andheritage

# Syllabus:

**UNIT – I:** (06 HRS)

Tourism – What is Tourism - Characteristics of Tourist Places – Guidance in Tourism

* Meaning of Guidance – Types of Tour Guidance - Government/Department Regulations

**UNIT – II:** (10 HRS)

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:** (10 HRS)

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 – PersonalHygiene and Grooming - Checklist - Code of Conduct

# Co-curricular Activities Suggested: (04 hrs)

1. Assignments, 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. Organisation of college level short-duration tours to local touristsites.

# Reference Books:

1. Jagmohan Negi (2006); Travel Agency and Tour Operations, Kanishka Publishers,NewDelhi
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 Tourismguidance.

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