

1	Name of Syllabus	<b>C. C. In TRAVEL AND TOURISM (414104)</b>																																															
2	Max.Nos of Student	25 Students																																															
3	Duration	6 Month																																															
4	Type	Part Time																																															
5	Nos Of Days / Week	6 Days																																															
6	Nos Of Hours /Days	4 Hrs																																															
7	Space Required	Workshop = 300 Sq feet Class Room = 200 Sq feet TOTAL = 500 Sq feet																																															
8	Entry Qualification	S. S. C. Pass																																															
9	Objective Of Syllabus/ introduction	1) Understand Tourism Infrastructure. 2) Identify new Tourist Destinations. 3) Organize Tours (package.) 4) Guide Tourists in their Local areas.																																															
10	Employment Opportunity	<b>A) SELF EMPLOYMENT :-</b> 1) Tour Organizer / operator. 2) Owner or Salesman of Souvenirs, guide books, maps, Posters. 3) Travel counselors. 4) Transporter of tourist cars, buses. 5) Pilgrimage tour organizer. <b>B) WAGE EMPLOYMENT</b> 1) Work with hotels. 2) Work with Travel agency, tour operator. 3) Work with the nearest airport. 4) Become railway booking agent.																																															
11	Teacher's Qualification	1) Post H.S.C. Diploma in Travel & tourism / HSC (MCVC) Travel & Tourism.																																															
12	Training System	<b>Training System Per Week</b> <table><tr><td>Theory</td><td>Practical</td><td>Total</td></tr><tr><td>6 Hours</td><td>18 Hours</td><td>24 Hours</td></tr></table>						Theory	Practical	Total	6 Hours	18 Hours	24 Hours																																				
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## **THEORY - I Tourism & Travel Operation**

### **1) INDIAN TOURISM**

- 1) Places of tourist interest – state wise.
- 2) Itinerary planning – Short / Long, Tailor made and package tour.
- 3) Modes of Transport in India.
- 4) State Tourism Organisation + Dot – functions, role and setup.

### **2) INTERNATIONAL TOURISM:-**

- 2) Places of Tourist interests in major destinations.
- 3) Itinerary planning - Tailor made / Tour packages
- 4) Introduction to international tourism organization LATA, ICAO, UFTAA, WTO, PAT.
- 5) Factors influencing tourism.
- 6) Modes of Transport.

## **TRAVEL OPERATIONS**

1. a) **DOCUMENTATION** :- Passports, Visas, health requirements, customs, currency, foreign exchange, taxes, insurance, resident permits.
- b) **BAGGAGE** :- Free baggage allowance, weight & piece concept, hard baggage, restricted articles and dangerous goods, excess baggage charges, veterinary rules & concept.
- c) **SET UP TRAVEL AGENCY:-** DOT, TAAL, IATA
2. a) Set up & functions of travel agency, sources of income
- b) Sales & marketing :- Tours – FIT & GIT Domestic tours Outbound Tours, Inbound Tours MICE.
- c) Marketing of Tours :- Promotional material, brochures media, print & electronic, site development.
- d) Sources of income :- Service charges, commission & mark up on the tours.

## **PRACTICALS :- I Map reading of Travel Operation**

- 1) Map work – physical and political.
- 2) Itinerary planning – by different modes of transport, different duration.
- 3) Field trip to any place in and around your area.
- 4) City codes.
- 5) Railway Time – Table, Airline Time-Table – Indian Airlines and private reservation and cancellation rules and refunds.

Filling up of visa & passport forms, visits to a Travel Agency / Transport company visit to an airport, railway station. Reading of time-tables-air, railway. Railway ticketing – reservations, cancellation & Refunds.

1. Country profile: - Capital, Currency, and National carriers.
2. Map work.

## **THEORY - II HOSPITALITY MANAGEMENT AND COMMUNICATION SKILLS**

- 1 a\* **Hotels** :- Overview, history and development Organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology, Operational Departments.
- b\* **Structure and General operation of :-** Food & Beverage, Kitchen & Restaurant, Housekeeping, Maintenance and security. Guest as focus and Front office as facilitator front office operations skills and attitudes of front office. Staff, their functions and responsibility.
- c\* **Bed Types, room types + status.** Room booking-acceptance, recording and amending, Handling of individuals groups, crows VIP's and corporate. Room position – working out interpretation analysis and decision. Handling of deposits, extension of credit, Discounts, special rates and packages.
- d\* **Registration** :- Check in and check out procedures for FIT / GIT's.

- e\* Knowledge of plans, policies and facilities of hotels, Meal plans + room assignment – allocation + change walk in + outstanding control. Importance of techniques + procedures of departments with guests. Maintaining and updating record at the Counter of tourist Groups, VIP'S, Crews, Companies, Conferences.
  - f\* Wake up call handling.  
Master – key usage and importance.
  - g\* Bell captain, luggage handling, arrivals and departures + storage for FIT, Groups, Crews, paying errands + care handling.  
Fares & Ticketing – Different fare types. (normal fares) F/J/Y – Point is Point special fares – excursions fares Discounts, Baggage. Insurance of tickets.  
Ticketing – Manual  
Creation of PNR  
Timings.
2. a. **Communication Skills**
- What is communication
  - Elements of Effective communications.
  - Effective Listening.
- b. **Practicals**
- Speeches on general topics.
  - Speeches on tourism related topics with usage of visual aids.
- c. **Group discussions**
- General Topics
  - Tourism related topics.
- d. Role plays as a travel agent and tour operator.  
Written communication, writing letters – Business, answering questions, handling complaints.

## **PRACTICALS :- II Fares, ticketing & Communication Skill**

- 1 a\* **Hotels** :- Overview, history and development Organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology, Operational Departments.
- b\* **Structure and General operation of :-** Food & Beverage, Kitchen & Restaurant, Housekeeping, Maintenance and security. Guest as focus and Front office as facilitator front office operations skills and attitudes of front office. Staff, their functions and responsibility.
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## 9. LIST OF TOOLS AND EQUIPMENTS

Sr. No.	Description of Tool / Equipment	Nos. Required
1)````	Black board	1
2)	Charts / Maps / Diagrams	As per required
3)	Overhead projector	1
4)	Television	1
5)	Computer with CD Rom drive Pentium 3 with MD 300 + Printer	
6)	Internet facility	
7)	Tape recorder	1
8)	Manuals	As per required
9)	Reception Counter	
10)	Dummy P.B.X. Board	
11)	Dummy Telephone	
12)	Whitney Rack	

## 10. REFERENCE BOOKS

- 1) Books as per Syllabus.
- 2) Tourist Guide Books.
- 3) World Map
- 4) State Map
- 5) India's Map
- 6) Time Tables – air & rail (Trains at a glance)
- 7) OAG, T.M.
- 8) CD'S

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