1	**Name of Course**	**Certificate Course in Tourist Guide**	
2	**Max no. of Students**	25	**Course Code - 414106**
3	**Duration**	6 month	
4	**Course Type**	Full Time	
5	**No. of Days per week**	6 days	
6	**No. of hours per day**	7 Hrs (2 Hrs Theory and 5 Hrs Practical)	
7	**Space require**	Theory Class Room – 200 sqft Practical Lab – 1000 sqft Total – 1200 sqft	
8	**Entry qualification**	S.S.C. Pass	
9	**Objective of syllabus**	To work as Tourist Guide, To understand communication, entertainment of tourist, History story telling, safety during travel etc	
10	**Employment opportunities**	work as Tourist Guide by own or in tour organization co., MTDC etc.	
11	**Teachers Qualification**	Graduate or Diploma in Tourism and 1 year Experience	

12] **Teaching Scheme – Training System for 6 Month**

Training System per Week

Theory	Practical	Total
12 Hours	30 Hours	42 Hours

.

13] **Examination Scheme –.**

Sr	Paper code	Name of Subject	TH/PR	Hours	Max. Marks	Min Marks
1	**41410611**	Tourist Guide Theory	Theory –I	3 Hrs	100	35
2	**41410621**	Basic Information Technology	Practical-I	3 Hrs	100	50
3	**41410622**	Tourist Guide	Practical-II	6 Hrs	200	100
		Total			400	185

.

"TOURIST GUIDE"

Theory - Tourist Guide Theory	**Practical – II -** Tourist Guide
Importance of safety and general precautions observed in the Institute and in the section. Importance of the trade in the development of industrial economy of the country. Related instruction. Subject to be taught, achievement to be made .Recreational, medical facilities & other extra curricular activities of the Institute. System including professional prospects etc.	Familiarization with the Institute. Importance of trade training. Types of work done by the trainees in the Institute. Types of jobs made by the trainees in the trade. Introduction to safety including fire fighting equipment and their uses etc.
Introduction to the course, meaning of tourism, leisure, recreations, pilgrim, visitor, explorer, definition of domestic & international tourists, forms of tourism – inbound, outbound, domestic and international.	The demand, infrastructure facilities, types of tourist visiting different places & prepare a report. Make a survey of any 10 tourists visiting spot in state to know about their perceptions about availability of accommodation, transportation & other infrastructure facilities & prepare a report.
Nature & Characteristics, components of tourism industry – a) Tourism attraction, accomodation, catering, shopping, entertainment, infrastructure, hospitality, transport.	Motivation of different types of tourists visiting different places. Visit to Railway Station/Airlines to find out different packages offered to promote tourism & prepare a report.
Role & function of Govt. & Tourist Boards, ITDC, State Govt. Tourist Dept. & Tourism Corporations, National Trade Associations & International organisation, Pacific Asia Travel Association (PATA) (IATA) Indian association of Tour operators, travel agent's association of India (TAAI), Federation of Hotel & Restaurant Association of India, adventure tour operators association.	Study of tourist facilities available in state.
Time management, resource management, and manpower management, and inventory management, cost-benefit analysis.	Preparation of a project report on travel destinations covering history.
Travel agencies & tour operators – meaning, role, future prospects & types. Dept. & organisational setup, linkage & arrangements with hotels, airlines & transport agencies & other segments of tourism industry, travel terminology.	Operations & understand organisation & role of travel agency.

Procedure for approval of Travel agents, tour operators by Dept. of Tourism, GOI, IATA rules & regulations & procedure for getting IATA Certificate. Basis of approval of a travel agency, fiscal and non-fiscal incentives available to branch agencies & tour operators. Terms and conditions to become sub agent of IATA approved agencies, assessing locality, capital investment & risk,market potential,opening a travel office.	Tour planning inbound and out bound, programme for Indian National in India depending upon cost, mode of transport etc.
Role and functions of travel agents and tour operators, providing travel information & counseling to the tourists mode of transport in different localities reservation (both air transport & accommodation).Procedure of ticketing & ticket bookings, cancellation, changing tickets in railways road transport & sea travel for International & domestic travel. Documentation – passport, VISA, handling business & corporate clients, handling conferences & connections, incentive tours. Procedures of hotel booking & cancellation.	Practical exercises/ field visits to know the procedure for booking of accommodation in a hotel for a tourist. Visit to the Passport Office to learn the procedure of obtaining passport for a tourist. Tour planning programme for inbound and out bound for foreign nationals taking into consideration factors much as (food habit, sensitivity, interpreter, caterer etc.) Field visits to know the procedure for booking of accomodation in a hotel for a tourist. Pr. Exercises is making service & accom-modation vouchers for tour perators.
Current and popular travel trade abbreviations & other terms in air, rail, road & sea travel, Indian airlines, Indian railways, ABC, TIM, Air Tariff Manual, large tariff manual, hotel bookings.	Exercises in reading timetable to know the types of trains, class of travel, types of fare & use of Rly. Time Table. Visit to a Railway station to study the procedure for bookings, cancellation, changing of tickets & concession given in different respect.
Procedure of travel insurance covering life, baggages, sickness etc. Procedure of becoming agent of national International airline. Basics of air ticketing (domestic & international) types of fares, details of ticket, procedure for booking, cancellation, familiarisation with travel related foreign exchange regulations, rules governing working of basic fares, extra mileage percentage, baggage rules & bounding, coding, decoding, time differentials, GMT, CRS, outbound tour making of package programmes, travel related documents, Visas, ITC, health certificate, RBI regulations, passport, tax, currency conservation, customs, travel insurance.	Visit to the office of an airline/travel agency to study its workings in respect of bookings, cancellations and changing of air tickets & the concessions given in different respect.

Concept and types of package tour, itenery preparation and techniques, handling of tour file, costing of tour, charter operations, documentation for surface transport, contract carriage permits, state carriage, all India tourist permit, taxes, registration, license, fitness certificate.	To visit the office of regional transport office to learn the registration procedure of different types of vehicles, the formalities involved etc.
Meaning and concept of resources, attractive destinations and resorts. Types of resources – natural, man made, socio-cultural, religious, Indian heritage. Basic knowledge of Indian and world geography, culture wild life, fairs, festivals, trade fair exhibitions, musical concerts, coastal areas and sea beaches, museums, art galleries, places of historical importance, islands, etc. selection of tour sites in different states.	Preparation of handouts on present & future tourism zones as specified by WTO, IATA, Geography, PATA areas, Tourist generating regions to India and preferred tourist destination. To draw charts ontourism systems interrelating tourism market, transportation, destination and marketing in the context of India's popular tourism states. To draw map of India and locate major tourist destination and adjoining tourism market. Study tours to locate tourist organization tourist offices, regional tourist offices, Directorate of Tourism, etc.to analyse their strength and weaknesses in attracting serving tourists.
Meaning and roll of tourism marketing, difference between selling and marketing, special features of tourism marketing, marketing concept, elements of marketing product promotion, physical distribution and price. Basis of segmentation, identifying target market, types of tourism, profile of tourist, establishing a product, creating a position statement, principles of product positioning, pricing the product. Meaning, importance, methods, tourism communication, advertising, publicity, VCR, coupons, picture postcard, personal selling, press and media, public relations and communications. Marketing techniques of travel agency, marketing of fairs and festivals, marketing of conventions, incentive travel, workshops, seminars.	Make a survey of tourists at a tourist place to prepare their profile. To arrange site-seeing tours to local boys and girls to a tourist place. Communication skill, imparting running comments of the area concerned. Collection of advertisements from newspapers, magazines and making an analysis of the same. Collection of broachers from tourist office, hotels, etc. to understand tour promotion of tourist activities is being done.

Use of communication systems such as internet, e-mail, fax, basics of computer, parts of computer operating systems of computer, operating systems. Basic application of computers, knowledge of MS-office, making road, transport, airlines, hotel booking and different packages, developing tour packages, travel accounting, basics of accounting systems, maintenance of ledger, simple final accounts, familiarity with foreign exchange, credit card transactions.	Practical knowledge of Computer operating systems, MS-office and other packages related with tourism other packages related with tourism. Visit to travel agency, airlines for familiarity with handling of CRS, typing letters, fax massages, mailmerging, sending fax and e-mail. Preparing simple profit and loss account and balance sheet using an accounting package. Preparing mailing list of customers. Storing and retrieving information of customer's creating and using a database packages. Prepare Project Report for taking tourist to a) Hill Station, b) Historical places, c) National parks, d) Fairs & Festivals, Souvenir industry etc
Prepare Project Report for taking tourist to a) Hill Station, b) Historical places, c) National parks, d) Fairs & Festivals, Souvenir industry etc.	

LIST OF TOOLS

1. Latest computer with Internet and multi-media facility	----------	2 nos.
2. Overhead projector	----------	1 no
3. Cellular Phone	----------	2 nos.
4. OHP Screen	---------	1 no.
5. Telephone (STD and ISD facility)	---------	1 no.
6. Telephone	---------	1 no.
7. FAX with answering faciliy	---------	1 no.
8. Laser jet colour printer	---------	1 no.
9. Dot Matrix printer	---------	4 nos.
10. Scanner	---------	1 no.
11. Photocopy machine	---------	1 no.
12. Bus with 16 seater	---------	1 no.

Practical - I - Basic Information Technology

A] Computer Fundamental	
1] Fundamentals Of Computer Introduction Components of PC The system Unit Front part of system Unit Back part of system Unit CPU Memory of computer Monitor Mouse, Keyboard Disk, Printer, Scanner, Modem, Video, Sound cards, Speakers	**List of Practical** 1. Working with Windows 2000 desktop ,start icon, taskbar, Recycle Bin, My Computer icon ,The Recycle Bin and deleted files Creating shortcuts on the desktop 2. The Windows 2000 accessories, WordPad – editing an existing document, Use of Paint – drawing tools The Calculator, Clock 3. The Windows Explorer window, concept of drives, folders and files? Folder selection techniques, Switching drives, Folder creation, Moving or copying files, Renaming, Deleting files ,and folders 4. Printing, Installing a printer driver, Setting up a printer, Default and installed printers, Controlling print queues, Viewing installed fonts, The clipboard and 'drag and drop', Basic clipboard concepts Linking vs. embedding,

2] Introduction To Windows 2000/Xp Working with window Desktop Components of window Menu bar option Starting window Getting familiar with desktop Moving from one window to another Reverting windows to its previous size Opening task bar buttons into a windows Creating shortcut of program Quitting windows	5. Moving through a Word document menu bar and drop down menus toolbars 6. Entering text into a Word 2000 document, selection techniques Deleting text 7. Font formatting keyboard shortcuts 8. Paragraph formatting Bullets and numbering 9. Page formatting What is page formatting? Page margins Page size and orientation Page breaks, Headers and footers 10. Introducing tables and columns
3] GUI Based Editing, Spreadsheets, Tables & Presentation Application Using MS Office 2000 & Open Office.Org Menus Opening, menus, Toolbars, standard toolbars, formatting toolbars & closing Quitting Document , Editing & designing your document Spreadsheets Working & Manipulating data with Excel Changing the layout Working with simple graphs Presentation Working With PowerPoint and Presentation	11. Printing within Word 2000 Print setup Printing options Print preview 12. Development of application using mail merge Mail merging addresses for envelopes Printing an addressed envelope and letter 13. Creating and using macros in a document 14. Creating and opening workbooks Entering data 15. Navigating in the worksheet Selecting items within Excel 2000 Inserting and deleting cells, rows and column Moving between worksheets, saving worksheet, workbook
4] Introduction To Internet What is Internet Equipment Required for Internet connection Sending &receiving Emails Browsing the WWW Creating own Email Account Internet chatting	16. Formatting and customizing data 17. Formulas, functions and named ranges 18. Creating, manipulating & changing the chart type 19. Printing, Page setup, Margins Sheet printing options, Printing a worksheet 20. * Preparing presentations with Microsoft Power Point. Slides and presentations, Opening an existing presentation , Saving a presentation
5] Usage of Computer System in various Domains Computer application in Offices, books publication data analysis ,accounting , investment, inventory control, graphics, database management, Instrumentation, Airline and railway ticket reservation, robotics, artificial intelligence, military, banks, design and research work, real-time, point of sale terminals, financial transaction terminals.	21. Using the AutoContent wizard ,Starting the AutoContent wizard, Selecting a presentation type within the AutoContent wizard Presentation type Presentation titles, footers and slide number 22. Creating a simple text slide, Selecting a slide layout Manipulating slide information within normal and outline view, Formatting and proofing text, Pictures and backgrounds, drawing toolbar, AutoShapes, Using clipart, Selecting objects, Grouping and un-grouping objects, The format painter
	23. Creating and running a slide show, Navigating through a slide show, Slide show transitions, Slide show timings. Animation effects 24. Microsoft Internet Explorer 5 & the Internet Connecting to the Internet The Internet Explorer program window, The on-line web tutorial Using hyper links, Responding to an email link on a web page 25.Searching the Internet, Searching the web via Microsoft Internet Explorer, Searching the Internet using Web Crawler, Searching the Internet using Yahoo, Commonly used search engines

6] Information technology for benefits of community Impact of computer on society Social responsibilities Applications of IT Impact of IT Ethics and information technology Future with information technology	26. Favorites, security & customizing Explorer Organizing Favorite web sites Customizing options – general, security, contents, connection, programs, advanced 27. * Using the Address Book Adding a new contact Creating a mailing group, Addressing a message, Finding an e-mail address 28. Using electronic mail, Starting Outlook Express Using the Outlook Express window, Changing the window layout, Reading file attachment, Taking action on message-deleting, forwarding, replying 29. Email & newsgroups, Creating and sending emails Attached files, Receiving emails, Locating and subscribing to newsgroups, Posting a message to a newsgroup 30. Chatting on internet, Understating Microsoft chat environment, Chat toolbar

List of Books

Computer Fundamental

1] Vikas Gupta Comdex Computer Course Kit First Dreamtech

2] Henry Lucas Information Technology for management 7Th Tata Mc-Graw Hills

3] B.Ram Computer Fundamentals Architecture and Organisation Revised 3rd New Age International Publisher

List of Tools and Equipment

A] General Class room

Sr	Name of Item	No.
1	Steel lockers 8 compartments with individual lockers (1980 x 910 x 480 mm)	4
2	Chair with writing pad	25
3	Steel almari with self 6.5’ x 3’ (18 gauge)	2
4	Steel table 4’ x 3’	2
5	Teacher chair	2

B] For Computer Fundamental and CAD Practical

Sr	Name of Item	No.
1	Computer System P4 with accessories Complete with license OS. compatible for- to run AutoCAD 2010 and Windows 7 OS.	5+1
2	Plotter- HP Design Jet 500 latest model	1
3	Scanner	1
4	Computer table	5+2
5	Chair for computer	10+2
6	Laser Printer	1
7	M. S. Office Software	1

****