1	Name of Syllabus	**C. C. In Tour Sales man cum Office Assistant (414102)**
2	Max. Nos of Student	25 Students
3	Duration	6 Month
4	Type	Part Time
5	Nos Of Days / Week	6 days (24 Hrs / week)
6	Nos Of Hours /Days	4 hrs.
7	Space Required	1) Workshop = 400 sqfeet 2) Class Room = 200 sqfeet ---------- TOTAL = 600 sqfeet
8	Entry Qualification	9th
9	Objective Of Syllabus/ introduction	After completion of the course, one should be able to market / sell the tour packages to the customer satisfaction and to Present effectively information about the tour packages with Customer satisfaction
10	Employment Opportunity	Self Employment / May get job in Establishment
11	Teacher's Qualification	Diploma in Travel and tourism or H.SC.(Voc) (Travel and tourism)
12	Training System	**Training System Per Week**

Theory	Practical	Total
6 hrs	18 hrs	24 hrs

13 Exam. System

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Mini. Marks
1	**41410211**	Travel & Tourism Theory	TH-I	3 Hrs	100	35
2	**41410221**	Organization and management	PR-I	3 Hrs	100	50
3	**41410222**	Application of Computer	PR-II	6 Hrs	200	100
		TOTAL			**400**	**185**

Theory - I - Travel & Tourism Theory

1. Travel & Tourism concept – Awareness
2. Principle of customer Relationship Management
3. Basic Human Communication concept
4. Basic working Knowledge of Computer.
5. Knowledge of various national and international tour packages.
6. Indian and World geography & culture.
7. Motivation in tourism and marketing techniques
8. Knowledge of visa preparation, currency exchange etc.
9. Computer and Internet operation and
10. E-booking concept.
11. Tour Planning & Management
12. Time Management
13. Knowledge about fax, Xerox machine, credit card detection machine

Practical - I - Organization and management

1. Development of Effective Communication (Verbal & Non-Verbal) and Listening Skills.
2. Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene & Grooming.
3. Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning & Organizing).
4. Development of Independency & Responsibility.
5. Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)
6. Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking & Problem solving
7. Explain various National & international tour packages , its comparison and costing.
8. Demonstration to sale a tour package by explaining the features, facilities in
9. Holistic way i.e. Accommodation budget, site, Visa and Embassy guide and motivate the customer to avail the tour.
10. Field visit for hands on experience

Practical - II - Application of Computer

1. Creating and Saving a document using Word processor software.
2. Editing text (inserting, deleting, undo, redo, select & copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified).
3. Formatting paragraphs (line spacing, paragraph spacing, setting tabs), formatting pages(setting margins, changing page orientation), grammar check,
   Creating tables(adding text, selecting text in a table, inserting rows and columns, merging cells), Printing documents.
4. Create folders, cut/copy and paste files and folders.
5. Prepare presentations using PowerPoint software.
6. Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments.
7. Tour booking through Website-mail, phone and sending confirmation.
8. Maintaining data base/records. Development of Communication and co-ordination skill for successful conduction of tour i.e. Arrival, Departure, stay, tour planning etc.
9. Operation & Use Practice of fax, Xerox machine, credit card detection machine

List of tools

1.	Latest computer with internet and multimedia facility	02nos.
2.	Overhead Projector / LCD projector	01 no.
3.	OHP Screen	01 no.
4.	Cellular phone	05 nos.
5.	Telephone (STD & ISD facility)	01 no.
7.	Latest FAX machine	01 no.
8.	Laser jet printer	01 no.
9.	Scanner	01 no.
10.	Photo copy machine	01 no

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