1	Name of Syllabus	**C. C. in Ticket Reservation Assistant & Tour Guide (414105)**
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	S.S.C.
9	Objective Of Syllabus/ introduction	After completing the course, one should be able to successfully Conduct & guide for the package tour for local / regional tourist.
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: 6 hrs; Practical: 18 hrs; Total: 24 hrs
13	Exam. System	

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Mini. Marks
1	**41410511**	Travel & Tourism	TH-I	3 Hrs	100	35
2	**41410521**	Ticket Reservation	PR-I	3 Hrs	100	50
3	**41410522**	Operation of Computer	PR-II	6 Hrs	200	100
		TOTAL			400	185

Theory – I - Travel & Tourism

Travel & Tourism concept – awareness. Principle of Principle of Guest - Host relationship Management

Basic working knowledge of computer.

Indian Railway Transport Services

Knowledge of different books on Railway time table different tour packages available on railways Filling of reservation form enquiry of train timing, fares, etc. across the reservation counter and on website

Railway Website Luggage rules for different modes of transport Procedure of Exchange of foreign currency

Motor Transport Services–

Knowledge of time table of different bus / small car services, type of class and fares of bus / car services

database of time table, type of class and fares, etc. of bus / car services

Air line Services

Knowledge of time table, type of class and fares of different Airlines services

database of time table, type of class and fares, etc. of different Airlines services Knowledge of different Airlines' Website

Water transport Services

Knowledge of time table , type of class and fares of different Water transport services

database of time table, type of class and fares, etc. of different Water transport services

Information of different Water transport services.

Responsibility of Guide

Preparation of tour, review of tour, participant list, time planning & Management, identifying travel needs of groups or individuals, vehicle management, standard of dress and personal grooming, greeting participants, general instructions to participants at monuments / sacred places, giving commentary, answering questions.

Knowledge of local security, route chart. Knowledge of India and world geography & culture climate and environmental conditions, various seasonal functions/ celebrations/ events etc.

Knowledge of different tourist places/Exhibition/Museum and its historical importance of various package tour & cultural relation. Health & hygiene awareness. Type of food of national & international standard.

Quality awareness. Awareness of different type of first aid required for emergency treatment

Practical - I - Ticket Reservation

Train Ticket Reservation –
Referring Train Time Table Filling of reservation form Enquiry of train timing, fares, etc. across the reservation counter and on website Booking ticket across the reservation counter and through website Exchange of foreign currency
Bus / car Reservation –
Enquire about time table of different bus / car services, type of class and fares of bus / small car services
Preparing database of time table, type of class and fares, etc. of bus / small car services
Booking ticket across the reservation counter / on website
Air Ticket Reservation –
Enquiry about time table , type of class and fares of different Airlines services across the reservation counter and on website Preparing database of time table, type of class and fares, etc. of different Airlines services
Booking ticket across the reservation counter / on website
Water transport Reservation –
Enquiry about time table , type of class and fares of different Water transport across the reservation counter / website. Preparing database of time table, type of class and fares, etc. of different Water transport services.
Responsibility of Guide

Booking ticket across the reservation counter / website

Development of Effective Communication (Verbal & Non-Verbal) and Listening Skills.
Development of Etiquette, Manners, Customer care, Positive Attitude, Self esteem, Self confidence, Personal hygiene & Grooming.
Development of Organizing and Implementation of exercises/task(Systematic approach, accuracy, efficient work, carefulness, planning & Organizing).
Development of Independency & Responsibility.
Development of Mental Technique(Risk taking skill, managing challenges, thinking ahead, ability to transfer, creativity)
Development of presentation Skill Practice, Team building/Coordinating skills, Creative thinking & Problem solving

Practical - II - Operation of Computer

Computer & Internet Operational Skills:
Creating and Saving a document using Word processor software.
Editing text (inserting, deleting, undo, redo, select & copy), Formatting Text (Font style, font size, format painter), Aligning Text (right, left, centered, justified). 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.
Create folders, cut/copy and paste files and folders.
Create E-mail account. Send Email. Copy/ print received mail. Send mail with attachment. Open/download attachments
Field visit to Railway Reservation booking counter

List of tools

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

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