

Course Name: New Tourist Guide
Course Code: THC/2021/NTGU/091
Total Duration: 192 hours (Theory: 96 Hours, Practical: 96 Hours)
Trainee Qualifications: 10th Standard/ Equivalent Examination under recognised board by State/ Central Govt., 18+ years of age

Sl. No.	Topic / Module	Key Learning Outcomes	Equipment Required
1.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Tourism Introduction with the local reference • Greeting the tourists , the process of taking booking • the technique of collecting the necessary details of the tourists 	Front Office uniform Pictures of good grooming standards
2.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Discussion on the History of India ,stressing on the heritage , culture , customs , people & monuments • Teaching the requirement of positive attitude and ascertaining body language so that the guest can assure hospitality from the Host and his family members 	
3.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Beginning with the History of Bengal discuss about the various sectors of Bengal that the tourists can experience for himself 	
4.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • The natural heritage of Bengal would be briefed including the seasonal variations and the festivities one needs to relate to the tourists 	
5.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • The emphasis should be on the cultural heritage that should include the literature of Bengal • the handicrafts , the theatre • the films should also be briefed 	
6.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • The cultural heritage should be continued and points such as briefing on the topics of music , festivals , architecture , cuisine & the general practice of dress should be discussed 	

7.	Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00	<ul style="list-style-type: none"> The basics of the travel business should be briefed including the transportation that is prevailing, the ticketing , accommodation – here the home stay with hospitality with hospitality facilities , the train & airline connectivity and the other travel intermediaries should be discussed 	
8.	Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00	<ul style="list-style-type: none"> The main focus would be on the travel business, points such as the sustainable development, tourism management & marketing, entrepreneurship management, Online Travel Aggregator management, the Micro Small & Medium Enterprises in tourism industry should be briefed 	
9.	Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00	<ul style="list-style-type: none"> Tour itinerary should be discussed such the reference about the places of halting , the home stay with hospitality that can be availed , the attractions to be visited , the food that could be tasted, the activities that can be experienced, the transportation that may be used etc. 	
10.	Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 04:00	<ul style="list-style-type: none"> Tour costing needs to be discussed, the traveling options and the basic itinerates should be mentioned and the calculations from the point of view of the travel guide should be discussed 	
11.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Tour management is to be discussed including the pre-expenses, the expenses during the travelling and staying and the post-expenses are to be discussed and briefed 	
12.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> The other aspects of the tour should be discussed that will attract the tourists such as bird watching, the adventure tourism, the nature to be experiences during different seasons. 	

13.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Communication thumb rules should be taught through practical classes , including the telephone handling and self-introduction should be taught 	
14.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Communication technique regarding the handling of issues and the methods of narrating the various aspects of home stay with hospitality and its importance should be discussed through practical classes 	
15.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Communication – about the narration of the different aspects of home stay with hospitality and the positives of the particular area in concern should be discussed and the techniques of handling the irate or troublesome tourists should be taught practically through role plays 	
16.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Role play session on the THUMB rules of home stay with hospitality and the travel tourism should be practically displayed and taught 	
17.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 00:00	<ul style="list-style-type: none"> • Communication of situations of handling grievances and methods of controlling and comforting the tourists during the home stay with hospitality process should be taught practically 	
18.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> • Communicating the methods to introduce the situations to the tourists during their visit and stay at the home stay with hospitality about the different behaviour during their visits in the religious visits or during the cruising or during their places of visit 	

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19.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Teaching the food experiences so that they can communicate the gastronomical aspects to the tourists so that they me enjoy the local cuisine during their stay and during their recreational sight-seeing 	
20.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Teaching the difficult aspects during the home stay with hospitality activities which may not be positively accepted by the tourists , especially by the international tourists , so handle the situations emotionally so that the tourists feels they are been personally cared 	
21.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Imparting knowledge about the First Aid activities to be undertaken, the methods to handle the transportation of the injured/ailing tourists, Cardiopulmonary resuscitation (CPR) or lifesaving technique that's useful in many emergencies, such as a heart attack. Practical Class 	
22.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Discussion regarding the specific tourist area of attraction including the history of the area in concern , the food , the culture and the culture along with the brief of the ecology and the nature aspects , the tourist attractions and the geographical aspects of concern 	
23.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Discussing the importance to act as the tour guide and to have the knowledge of the localities with the focus on the local visits of the places of importance and attraction , , practice session as a practical class 	
24.	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<ul style="list-style-type: none"> Discuss through role play situations of touring for the visitors so that local areas of attractions and concern can be persuaded to visit and cherish the cultural and the heritage also promote the products & services that can be offered to the tourists/visitors 	

	Duration	Unique Equipment Required:	
	Theory Duration 96:00(HH:MM) Practical Duration 96:00(HH:MM) Total Duration 192:00(HH:MM)	<ol style="list-style-type: none"> 1. ErrandCard 2. LuggageTag 3. Inventoryformat 4. Newspaper/ Magazine Stand (picture if actual notavailable) 5. Visitors PaidOut 6. Petty CashVoucher 7. SignBoards(fireexit,washroom,smoking,non-smoking,valet, DND) 8. Uniform 9. Different kinds of luggage (sizes, materials etc) (picturesif actual items notavailable). 10. Pictures of types ofrooms 11. Fire ExitMap 12. TouristMaps 13. TentCards 14. Cleaningdusters 	

Course Outcome:

1. Describe heritage of India which includes culture, customs, people, and monuments.
2. Describe culture heritage of Bengal which includes literature, theater, films, music, festivals, cuisine, and dress.
3. Illustrate role of local tour guide vis-a-vis knowledge of local home stay with hospitality, local tourist attractions, local culture, local heritage, local products and services.
4. Explain various components of Travel Aggregator management.
5. Prepare a details tour itinerary and tour cost.
6. Communicate effectively with clients with regard to accommodation, places of visit, grievances raised.
7. Explain to the tourist about availability of local home stay with hospitality, its facilities, cuisine, and recreational activities available.
8. Demonstrate first aid, CPR and other life saving techniques.

Trainers Qualifications:

Degree / Diploma in Tourism with 5 years' experience in relevant field.

Desirable: Certificate course in relevant job role/ 'Trainer' job role QP: MEP/Q0102.