

Syllabus For VETERAN TOURIST GUIDE (2 Week)

Course Name	VETERAN TOURIST GUIDE (2 Week)
Sector	TOURISM & HOSPITALITY
Course Code	THC/2021/VTG2/104
Level	4 (RPL)
Occupation	VETERAN TOURIST GUIDE (2 Week)
Course Duration	Total Duration 96 Hrs (T-48 , P-48)
Trainees' Entry Qualification	Class 10th Pass with 5 years experience in the relevant field
Trainers Qualification	Degree / Diploma in Tourism with 5 years' experience in relevant field

SYLLABUS:

Sr. No.	Topic / Module	Key Learning Outcomes
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
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 • Beginning with the History of Bengal • discuss about the various sectors of Bengal that the tourists can experience for himself
3	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 • The emphasis should be on the cultural heritage that should include the literature of Bengal
4	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

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5	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 facilities , the train & airline connectivity and the other travel intermediaries should be discussed
6	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
7	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
8	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
9	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 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
10	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 Role play session on the THUMB rules of home stay hospitality and the travel tourism should be practically displayed and taught
11	Theory Duration (HH:MM) 04:00 Practical Duration (HH:MM) 04:00	<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 Communicating the methods to introduce the situations to the tourists during their visit and stay at the home stay with

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		hospitality about the different behavior during their visits in the religious visits or during the cruising or during their places of visit
12	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

	Total Duration	Unique Equipment Required:
	Theory Duration 48:00(HH:MM) Practical Duration 48:00(HH:MM) Total Duration 96:00(HH:MM)	<ol style="list-style-type: none"> Errand Card Luggage Tag Inventory format Newspaper/ Magazine Stand (picture if actual not available) Visitors Paid Out Petty Cash Voucher Sign Boards (fire exit, washroom, smoking, non-smoking, valet, DND) Uniform Different kinds of luggage (sizes, materials etc) (pictures if actual items not available). Pictures of types of rooms Fire Exit Map Tourist Maps Tent Cards Cleaning dusters