

**Syllabus For VETERAN TOURIST GUIDE (FACILIATOR)**

<b>Course Name</b>	<b>VETERAN TOURIST GUIDE (FACILIATOR)</b>
<b>Sector</b>	<b>TOURISM &amp; HOSPITALITY</b>
<b>Course Code</b>	<b>THC/2021/VTGF/121</b>
<b>Level</b>	<b>4 (RPL)</b>
<b>Occupation</b>	<b>VETERAN TOURIST GUIDE (FACILIATOR)(</b>
<b>Course Duration</b>	<b>Total Duration 96Hrs (T- 48 , P-48 )</b>
<b>Trainees' Entry Qualification</b>	<b>Class VIII Pass with 5 years experience in the relevant field</b>
<b>Trainers Qualification</b>	<b>Degree / Diploma in Tourism with 5 years' experience in relevant field</b>

<b>Module no</b>	<b>Module Name</b>	<b>Theory Duration(hrs)</b>	<b>Practical Duration(hrs)</b>	<b>Total Duration(hrs)</b>
<b>1</b>	<b>Interact with the travel agents, tour operators and guests</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>2</b>	<b>Brief customers about place of Tour along with associated local festivals, music, cuisine, dress etc.</b>	<b>12</b>	<b>12</b>	<b>24</b>
<b>3</b>	<b>Estimate the Cost</b>	<b>8</b>	<b>8</b>	<b>16</b>
<b>4</b>	<b>Explain the destination or the tourist spot</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>5</b>	<b>Greet the tourists and ensure etiquettes</b>	<b>8</b>	<b>8</b>	<b>16</b>
<b>6</b>	<b>Achieve customer satisfaction through customer-centric service</b>	<b>4</b>	<b>4</b>	<b>8</b>

7	Assist the tourists and ensure their safety	4	4	8
8	Report and document the activities	4	4	8
	<b>Total</b>	<b>48</b>	<b>48</b>	<b>96</b>

**SYLLABUS:**

Module No	Module Outcome	Key Learning Outcomes
1.	<b>Interact with the travel agents, tour operators and guests</b>	
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>• Tourism Introduction with the local reference</li> <li>• Greeting the tourists , the process of taking booking</li> <li>• the technique of collecting the necessary details of the tourists</li> <li>• Teaching the requirement of positive attitude and ascertaining body language so that the guest can assure hospitality from the Host and his family members</li> </ul>
2.	<b>Brief customers about place of Tour along with associated local festivals, music, cuisine, dress etc.</b>	
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>• Discussion on the stressing on the heritage , culture , customs , people &amp; monuments</li> <li>• Discuss about the various sectors of Tour that the tourists can experience for himself</li> </ul>
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>• Briefed including the seasonal variations and the festivities one needs to relate to the tourists</li> <li>• The emphasis should be on the cultural heritage that should include the literature of Tourist area</li> </ul>
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>• The cultural heritage should be continued and points such as briefing on the topics of music , festivals , architecture , cuisine &amp; the general practice of dress should be discussed</li> </ul>

3.	<b>Estimate the Cost</b>	
<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>The basics of the travel business should be briefed including the transportation that is prevailing, the ticketing , accommodation – here the home stay facilities , the train &amp; airline connectivity and the other travel intermediaries should be discussed</li> </ul>	
<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>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</li> </ul>	

4.	<b>Explain the destination or the tourist spot</b>	
	<b>Theory Duration</b> (hh:mm) 04:00 <b>Practical Duration</b>  (hh:mm) 04:00	<ul style="list-style-type: none"> <li>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</li> </ul>
5.	<b>Greet the tourists and ensure etiquettes</b>	
	<b>Theory Duration</b> (hh:mm) 04:00 <b>Practical Duration</b> (hh:mm) 04:00	<ul style="list-style-type: none"> <li>Communication thumb rules should be taught through practical classes , including the telephone handling and self-introduction should be taught</li> <li>Communication – about the narration of the different aspects of home stay 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</li> </ul>
	<b>Theory Duration</b> (hh:mm) 04:00 <b>Practical Duration</b> (hh:mm) 04:00	<ul style="list-style-type: none"> <li>Communication technique regarding the handling of issues and the methods of narrating the various aspects of home stay, its facilities and its importance should be discussed through practical classes</li> <li>Role play session on the THUMB rules of home stay and the travel tourism should be practically displayed and taught</li> </ul>
6.	<b>Achieve customer satisfaction through customer- centric service</b>	
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>Communication of situations of handling grievances and methods of controlling and comforting the tourists during the home stay process should be taught practically</li> <li>Communicating the methods to introduce the situations to the tourists during their visit and stay at the home stay about the different behaviour during their visits in the religious visits or during the cruising or during their places of visit</li> </ul>
7.	<b>Assist the tourists and ensure their safety</b>	
	<b>Theory Duration</b> (HH:MM) 04:00 <b>Practical Duration</b> (HH:MM) 04:00	<ul style="list-style-type: none"> <li>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</li> </ul>
8.	<b>Report and document the activities</b>	

<b>Theory Duration</b> (hh:mm) 04:00 <b>Practical Duration</b> (hh:mm) 04:00	<ul style="list-style-type: none"> <li>The main focus would be on the travel business, points such as the sustainable development, tourism management &amp; marketing, entrepreneurship management, Online Travel Aggregator management, the Micro Small &amp; Medium Enterprises in tourism industry should be briefed</li> </ul>
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### Course Outcome:

1. Interact with the travel agents, tour operators and guests
2. Brief customers about place of Tour along with associated local festivals, music, cuisine, dress etc.
3. Estimate the Cost
4. Explain the destination or the tourist spot
5. Greet the tourists and ensure etiquettes
6. Achieve customer satisfaction through customer- centric service
7. Assist the tourists and ensure their safety
8. Report and document the activities

Duration	Unique Equipment Required:
<b>Theory Duration</b> <b>48:00(HH:MM)</b>  <b>Practical Duration</b> <b>48:00(HH:MM)</b>  <b>Total Duration</b> <b>96:00(HH:MM)</b>	<ol style="list-style-type: none"> <li>1. Errand Card</li> <li>2. Luggage Tag</li> <li>3. Inventory format</li> <li>4. Newspaper/ Magazine Stand (picture if actual not available)</li> <li>5. Visitors Paid Out</li> <li>6. Petty Cash Voucher</li> <li>7. Sign Boards (fire exit, washroom, smoking, non-smoking, valet, DND)</li> <li>8. Uniform</li> <li>9. Different kinds of luggage (sizes, materials etc) (pictures if actual items not available).</li> <li>10. Pictures of types of rooms</li> <li>11. Fire Exit Map</li> <li>12. Tourist Maps</li> <li>13. Tent Cards</li> <li>14. Cleaning dusters</li> <li>15. Front Office uniform</li> <li>16. Pictures of good grooming standards</li> </ol>