

Programme Name and Code: Master of Tourism and Travel Management (MTTM-24)

Course Name and Code: Tour Guiding and Escorting Skills (MTTMC-402)

Semester: 4th

Objectives: To explore India's tourism, develop themed itineraries, cultivate emerging destinations, and gain expertise in tour guiding and escorting.

Block-1 Tourist Guiding Essentials	
Unit-1	Tourist Guide: Meaning, Duties and Responsibilities, Training, Sources of Earnings.
Unit-2	Different Types of Guides
Unit 3	Registration Procedure of Tour Guides
Unit-4	Understanding Traveller's Needs and Wants: Customer Care; Feedback Assessment and Analysis
Block-2 Site Knowledge; Visitor Care; Guiding Skills; Rules Compliance	
Unit-5	Seeking Site Knowledge; Sources of Information
Unit-6	Visitor Facilitations: Caring for Customers and Meeting assistance and transfers
Unit-7	Guiding Skills: Personality and Knowledge Role of Body Language, Skills of Different Guides
Unit-8	Understanding Rules & Regulations: Forest Guides, Govt. Rules, Challans and FIR etc.
Block-3 Crisis Management	
Unit-9	Managing Special Situations: Dealing with Late Coming Passengers, Loss of Passport, Loss of Money, Missing Members, Difficult Questions, etc.
Unit-10	Handling Complaints, Sickness and Disabled Passengers; Working in Difficult Situations (Political Strikes, Road Blocks and Terrorism, etc.): Safety and Security: Basic First Aid.
Unit-11	Personality Development and Communication Skills: Relevance in Tourism
Unit-12	Understating the Cultural Gaps Between Tourists and Hosts in Linguistic Attitudes
Unit-13	Uses and Misuse of History in Guiding
Block-4 Tourist Escorting Essentials	
Unit-14	Tour Escort: Meaning, Responsibilities, Educational Qualification, Sources of Earning

Unit-15	Problems and Challenges Faced by Tour Escorts, Differences between Tour Guides and Tour Escorts, Who Can Become Tour Escort
Unit-16	Tour Escorting Skills

Suggested Readings:

- Hatfield, L., & Fallon, K. (2016). *The Tour Guide: Walking and Talking New York*. Princeton Architectural Press.
- Tourtellotte, S. (2019). *The Complete Guide to Becoming a Professional Tour Guide*. Rowman & Littlefield.
- Richards, G. (2019). *The Routledge Handbook of Cultural Tourism*. Routledge.
- Ruitenberg, C. W. (2018). *Teaching for Aesthetic Experience: The Art of Learning*. Routledge.
- Gartner, W. C. (2016). *Tourism Development: Principles, Processes, and Policies*. Routledge.