

BTTMN-604

Course Name: Tour Guiding and Escorting Skills

Programme Name and Code: Bachelor in Tourism & Travel Management (BTTM-23)

Year/Semester: 3rd Year/6th Semester

Objectives: To acquire an in-depth knowledge about the profession of tour guiding and escorting

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
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.
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 Situation (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 Tourist and Hosts in Linguistic Attitudes

Unit-13	Uses and Misuse of History in Guiding
Unit-14	Tour Escort: Meaning, Responsibilities, Educational Qualification, Sources of Earning
Unit-15	Problems and Challenges Faced by Tour Escorts, Differences between Tour Guide and Tour Escort, Who can become Tour Escort
Unit-16	Tour Escorting Skills